

Workforce Investment Board of Southeast Missouri

Marquette Tower | 338 Broadway, Suite 500 | Cape Girardeau, MO. 63701



WIA Plan Program Years 2005 and 2006

Table of ContentsSection

I.	Local Workforce Investment Boards	
	Vision.....	3
II.	Local Workforce Investment Priorities.....	3
III.	Local Structure.....	4
IV.	Economic and Labor Market	
	Analysis.....	18
V.	Overarching Local Strategies.....	22
VI.	Major Local Policies and Requirements.....	23
VII.	Integration of One-Stop Service Delivery.....	26
VIII.	Administration & Oversight of Local Workforce Investment	
	System.....	27
IX.	Service Delivery.....	28
X.	Local Administration.....	34

Attachments to the Local Plan

1. List of Comprehensive One-Stop Centers and Affiliate Sites
2. Local Workforce Investment Board Membership List
3. Local Workforce Investment Board By-Laws
4. Complaint and Grievance Guidelines
5. Planning Budget Summaries for Program Year 2005 and Fiscal Year 2006
6. Memorandum of Understanding (signed by all the parties)
7. Performance Improvement Plan and Update (if applicable)- N/A

I. Local Workforce Investment Board's Vision

State the local board's vision for the workforce investment region and how this vision meets, interprets and furthers the Governor's vision and the national direction.

The vision of the Workforce Investment Board of Southeast Missouri for its citizens is to attain a higher standard of living by helping to create a skilled, diverse, motivated, and adaptable workforce. This vision includes partnerships with business that will result in On-The –Job Training and Entrepreneurial opportunities.

This vision relates directly to the Governor's vision and the national direction by providing participants with the opportunity to become self-sufficient. This approach will also encourage higher education goals and innovative thought.

II. Local Workforce Investment Priorities

*Identify the workforce investment needs of businesses, jobseekers, and workers in the local area, and how those needs were determined.**

The Southeast Missouri Workforce Investment Board invited key community leaders from around the region to discuss and help develop goals.

The top five goals were voted to be:

- Increasing literacy.
- Promoting instruction and assessment of mastery for critical skills and knowledge required in the workplace.
- Improving career awareness and career counseling.
- Helping small businesses meet their training needs.
- Redirecting the use of public funds toward targeted industries, high problem areas, and critical skill/knowledge acquisition.

A regionally recognized workforce credentialing program based on a combination of classroom and on-the-job training is being examined at this time. This program will allow business in the region to identify workers that have obtained certain skills and knowledge needed in the workplace. The benefit to jobseekers and incumbent workers will be the ability to obtain and/or advance in the field of work they have chosen. The data collected from this program will help the WIB determine where funding should be directed.

III. Local Structure

- A. *Describe the geographical workforce investment area, including the area's major communities, major employers, training and educational institutions in the area (technical and community colleges, universities, etc.), population, diversity of the population, and relevant growth trends.*

The Southeast Missouri Region is made up of 13 counties that include Bollinger, Cape Girardeau, Dunklin, Iron, Madison, Mississippi, New Madrid, Pemiscot, Perry, St. Francois, Ste. Genevieve, Scott, and Stoddard. This large area encompasses 7,066 square miles and 60 public school districts, a population of 358,014 individuals (2004 estimate) and a labor force of 171,579. The largest city in the region is Cape Girardeau with a population of 35,349. The following is a list of each county, their major communities, major employers, training and educational institutes, population, diversity and relevant growth trends;

Bollinger County

Major Communities: Marble Hill

Major Employers: Crader Distributing, Henschel Manufacturing Co., Security Bank and Trust Cross Trials Medical Center Country Mart.

Training and Educational Institutes: N/A

Population: 12, 029 (2000 Census), 12,341 (2004 Estimate)

Diversity:	Number	Percent
White	11,763	97.8
Black or African American	25	0.2
American Indian and Alaska Native	87	0.7
Asian	26	0.2
Native Hawaiian and Other Pacific Islander	0	0.0
Some other race	16	0.1
Two or more races	112	0.9
Hispanic or Latino (of any race)	68	0.6

Cape Girardeau County

Major Communities: Cape Girardeau, Jackson

Major Employers: Procter & Gamble, Southeast Missouri State University, Saint Francis Medical Center, Southeast Missouri Hospital.

Training and Educational Institutes: Southeast Missouri State University, Cape Girardeau Career and Technical Center, MERS/Goodwill Industries Branch, Metro Business College, Southeast Missouri Hospital College of Nursing, Southeast Missouri State University Law Enforcement Academy.

Population: 68,693 (2000 Census), 70,730 (2004 Estimate)

Diversity:	Number	Percent
White	63,290	92.1
Black or African American	3,624	5.3
American Indian and Alaska Native	248	0.4
Asian	515	0.7
Native Hawaiian and Other Pacific Islander	18	0.0
Some other race	211	0.3
Two or more races	787	1.1
Hispanic or Latino (of any race)	624	0.9

Dunklin County

Major Communities: Kennett, Malden

Major Employers: Emerson Electric, Parker-Hannifin.

Training and Educational Institutes: Kennett Career and Technology Center, Southeast Missouri State University – Kennett, Southeast Missouri State University – Malden, Southern Missouri Truck Driving School.

Population: 33,155 (2000 Census), 32,488 (2004 Estimate)

Diversity:	Number	Percent
White	29,388	88.6
Black or African American	2,879	8.7
American Indian and Alaska Native	104	0.3
Asian	90	0.3
Native Hawaiian and Other Pacific Islander	4	0.0
Some other race	340	1.0
Two or more races	350	1.1
Hispanic or Latino (of any race)	824	2.5

Iron County

Major Communities: Ironton

Major Employers: Iron Mountain Trap Rock

Training and Educational Institutes: N/A

Population: 10,697 (2000 Census), 10,329 (2004 Estimate)

Diversity:	Number	Percent
White	10,348	96.7
Black or African American	167	1.6
American Indian and Alaska Native	36	0.3
Asian	10	0.1
Native Hawaiian and Other Pacific Islander	0	0.0
Some other race	24	0.2
Two or more races	112	1.0
Hispanic or Latino (of any race)	62	0.6

Madison County

Major Communities: Fredericktown

Major Employers: Cap America, Versa-Tech.

Training and Educational Institutes: Mineral Area Outreach Center

Population: 11,800 (2000 Census), 11,948 (2004 Estimate)

Diversity:	Number	Percent
White	11,599	98.3
Black or African American	15	0.1
American Indian and Alaska Native	30	0.3
Asian	34	0.3
Native Hawaiian and Other Pacific Islander	0	0.0

Some other race	24	0.2
Two or more races	98	0.8
Hispanic or Latino (of any race)	66	0.6

Mississippi County

Major Communities: Charleston, East Prairie

Major Employers: Gates Rubber, Missouri Department of Corrections.

Training and Educational Institutes: Susanna Wesley Family Learning Center.

Population: 13,427 (2000 Census), 13,697 (2004 Estimate)

Diversity:

	Number	Percent
White	10,463	77.9
Black or African American	2,757	20.5
American Indian and Alaska Native	33	0.2
Asian	15	0.1
Native Hawaiian and Other Pacific Islander	1	0.0
Some other race	39	0.3
Two or more races	119	0.9
Hispanic or Latino (of any race)	129	1.0

New Madrid County

Major Communities: New Madrid

Major Employers: Associated Electric Coop, Noranda Aluminum.

Training and Educational Institutes: New Madrid County Area Technical School.

Population: 19,760 (2000 Census), 18,969 (2004 Estimate)

Diversity:

	Number	Percent
White	16,442	83.2
Black or African American	3,035	15.4
American Indian and Alaska Native	37	0.2
Asian	27	0.1
Native Hawaiian and Other Pacific Islander	1	0.0
Some other race	63	0.3
Two or more races	155	0.8
Hispanic or Latino (of any race)	183	0.9

Pemiscot County

Major Communities: Caruthersville, Hayti

Major Employers: Casino Aztar, Trinity Barge.

Training and Educational Institutes: Pemiscot County Vocational School.

Population: 20,047 (2000 Census), 19,571 (2004 Estimate)

Diversity:

	Number	Percent
White	14,386	71.8
Black or African American	5,259	26.2
American Indian and Alaska Native	51	0.3

Asian	54	0.3
Native Hawaiian and Other Pacific Islander	3	0.0
Some other race	124	0.6
Two or more races	170	0.8
Hispanic or Latino (of any race)	315	1.6

Perry County

Major Communities: Perryville

Major Employers: TG Missouri / Perryville, Gilster Mary-Lee / Perryville

Training and Educational Institutes: Perryville Area Career Center, Southeast Missouri State University Perry County Higher Education Center.

Population: 18,132 (2000 Census), 18,289 (2004 Estimate)

Diversity:	Number	Percent
White	17,808	98.2
Black or African American	33	0.2
American Indian and Alaska Native	42	0.2
Asian	117	0.6
Native Hawaiian and Other Pacific Islander	5	0.0
Some other race	21	0.1
Two or more races	106	0.6
Hispanic or Latino (of any race)	93	0.5

St. Francois County

Major Communities: Farmington, Park Hills, Bonne Terre

Major Employers: Flat River Glass, Centene

Training and Educational Institutes: Mineral Area College, Unitec Career Center.

Population: 55,641 (2000 Census), 60,724 (2004 Estimate)

Diversity:	Number	Percent
White	53,494	96.1
Black or African American	1,126	2.0
American Indian and Alaska Native	196	0.4
Asian	175	0.3
Native Hawaiian and Other Pacific Islander	12	0.0
Some other race	127	0.2
Two or more races	511	0.9
Hispanic or Latino (of any race)	447	0.8

Ste. Genevieve County

Major Communities: Ste. Genevieve

Major Employers: Mississippi Lime / Ste Genevieve, Bilt-Best Windows / Ste Genevieve

Training and Educational Institutes: Southeast Missouri State University Ste. Genevieve.

Population: 17,842 (2000 Census), 18,264 (2004 Estimate)

Diversity:	Number	Percent
------------	--------	---------

White	17,491	98.0
Black or African American	128	0.7
American Indian and Alaska Native	53	0.3
Asian	29	0.2
Native Hawaiian and Other Pacific Islander	0	0.0
Some other race	23	0.1
Two or more races	118	0.7
Hispanic or Latino (of any race)	132	0.7

Scott County

Major Communities: Sikeston

Major Employers: Unilever, Tetrapak.

Training and Educational Institutes: Scott County Career and Technical Center.

Population: 40,422 (2000 Census), 40,891 (2004 Estimate)

Diversity:	Number	Percent
White	35,442	87.7
Black or African American	4,246	10.5
American Indian and Alaska Native	113	0.3
Asian	93	0.2
Native Hawaiian and Other Pacific Islander	3	0.0
Some other race	160	0.4
Two or more races	365	0.9
Hispanic or Latino (of any race)	448	1.1

Stoddard County

Major Communities: Dexter

Major Employers: Arvin Meritor, Nestle Purina Petcare.

Training and Educational Institutes: Stoddard County Career Learning Center.

Population: 29,705 (2000 Census), 29,773 (2004 Estimate)

Diversity:	Number	Percent
White	28,915	97.3
Black or African American	270	0.9
American Indian and Alaska Native	118	0.4
Asian	28	0.1
Native Hawaiian and Other Pacific Islander	3	0.0
Some other race	72	0.2
Two or more races	299	1.0
Hispanic or Latino (of any race)	231	0.8

Relevant Growth Trends:

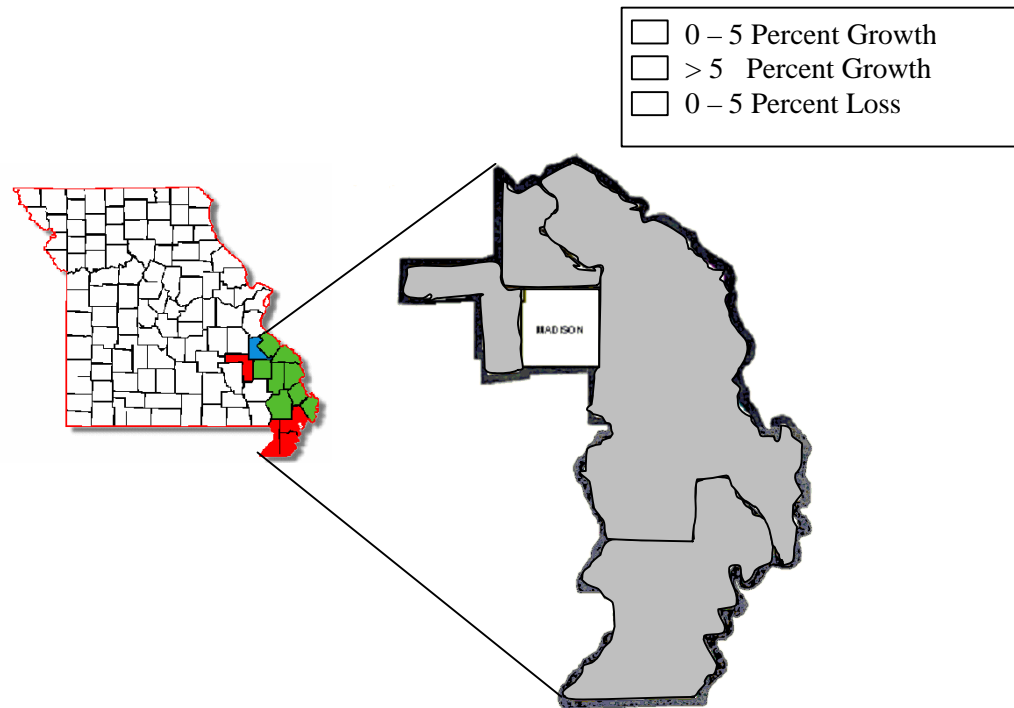
Geographic Area	Population estimates		Change, 2000 to 2004	
	July 1, 2004	April 1, 2000	Number	Percent
Bollinger County	12,341	12,029	312	2.6
Cape Girardeau County	70,730	68,693	2,037	3.0
Dunklin County	32,488	33,155	-667	-2.0
Iron County	10,329	10,697	-368	-3.4
Madison County	11,948	11,800	148	1.3
Mississippi County	13,697	13,427	270	2.0
New Madrid County	18,969	19,760	-791	-4.0
Pemiscot County	19,571	20,047	-476	-2.4
Perry County	18,289	18,132	157	0.9
Ste. Genevieve County	18,264	17,842	422	2.4
St. Francois County	60,724	55,641	5,083	9.1
Scott County	40,891	40,422	469	1.2
Stoddard County	29,773	29,705	68	0.2

Source: Cumulative Estimates of Population Change for Counties of Missouri and County Rankings: April 1, 2000 to July 1, 2004 (CO-EST2004-02-29) Source: Population Division, U.S. Census Bureau

Geographic Area	Total Population Change*	Natural Increase			Net Migration		
		Total	Births	Deaths	Total	Net International Migration	Net Internal Migration
Bollinger County	312	106	611	505	211	4	207
Cape Girardeau County	2,037	869	3,660	2,791	1,209	287	922
Dunklin County	-667	58	2,003	1,945	-701	101	-802
Iron County	-368	-190	553	743	-170	-	-170
Madison County	148	-93	575	668	249	16	233
Mississippi County	270	141	856	715	135	7	128
New Madrid County	-791	81	1,063	982	-859	4	-863
Pemiscot County	-476	507	1,506	999	-972	41	-1,013
Perry County	157	185	988	803	-19	20	-39
Ste. Genevieve County	422	83	814	731	351	8	343
St. Francois County	5,083	14	3,011	2,997	5,120	91	5,029
Scott County	469	673	2,429	1,756	-187	61	-248
Stoddard County	68	-99	1,444	1,543	179	32	147

Source: Cumulative Estimates of the Components of Population Change for Counties of Missouri: April 1, 2000 to July 1, 2004 (CO-EST2004-04-29) Source: Population Division, U.S. Census Bureau Release Date: April 14, 2005

The following Map highlights relevant population growth trends between the years 2000 and 2004 as indicated in the tables above.



Region 11 of Missouri's Workforce Investment System

B. *Describe the region's economic condition, including the following information by county and the overall region:*

- *average personal income level;*
- *number and percent of working-age population living at or below poverty level;*
- *unemployment rates for the last five years; and*
- *major lay-off events over the past three years and any anticipated layoffs.*

Bollinger County

Average personal income level: \$13,641.00

Number and percent of working-age population living at or below poverty level: 1,646 – 13.8%

Unemployment rates for the last five years:	%
2004:	6.6
2003:	6.2
2002:	7.1
2001:	6.7
2000:	4.5

Cape Girardeau County

Average personal income level: \$18,593.00

Number and percent of working-age population living at or below poverty level: 7,255 – 11.1%

Unemployment rates for the last five years:	%
2004:	4.1
2003:	3.9
2002:	3.8
2001:	3.7
2000:	2.8

Dunklin County

Average personal income level: \$13,561.00

Number and percent of working-age population living at or below poverty level: 7,923 – 24.5%

Unemployment rates for the last five years:	%
2004:	7.9
2003:	8.2
2002:	7.3
2001:	6.9
2000:	4.8

Iron County

Average personal income level:	\$14,227.00
Number and percent of working-age population living at or below poverty level:	1,974 – 19.0%
Unemployment rates for the last five years:	%
2004:	9.5
2003:	8.6
2002:	9.4
2001:	8.6
2000:	6.7

Madison County

Average personal income level:	\$13,215.00
Number and percent of working-age population living at or below poverty level:	1,987 – 17.2%
Unemployment rates for the last five years:	%
2004:	7.6
2003:	7.7
2002:	8.8
2001:	7.9
2000:	6.3

Mississippi County

Average personal income level:	\$13,038.00
Number and percent of working-age population living at or below poverty level:	3,089 – 23.7%
Unemployment rates for the last five years:	%
2004:	7.6
2003:	7.3
2002:	7.4
2001:	8.9
2000:	5.7

New Madrid County

Average personal income level:	\$14,204.00
Number and percent of working-age population living at or below poverty level:	4,260 – 22.1%
Unemployment rates for the last five years:	%
2004:	8.2
2003:	10.7
2002:	9.4
2001:	7.8
2000:	5.2

Pemiscot County

Average personal income level:	\$12,968.00
Number and percent of working-age population living at or below poverty level:	6,006 – 30.4%
Unemployment rates for the last five years:	%
2004:	9.9
2003:	11.5
2002:	9.6
2001:	8.9
2000:	6.8

Perry County

Average personal income level:	\$16,554.00
Number and percent of working-age population living at or below poverty level:	1,605 – 9.0%
Unemployment rates for the last five years:	%
2004:	3.3
2003:	3.3
2002:	3.4
2001:	3.4
2000:	2.2

St. Francois County

Average personal income level:	\$15,273.00
Number and percent of working-age population living at or below poverty level:	7,703 – 14.9%
Unemployment rates for the last five years:	%
2004:	7.1
2003:	7.0
2002:	7.3
2001:	6.8
2000:	6.2

Ste. Genevieve County

Average personal income level:	\$17,283.00
Number and percent of working-age population living at or below poverty level:	1,436 – 8.2%
Unemployment rates for the last five years:	%
2004:	5.6
2003:	5.4
2002:	5.5
2001:	5.0
2000:	3.3

Scott County

Average personal income level: \$15,620.00

Number and percent of working-age population
living at or below poverty level: 6,377 – 16.1%

Unemployment rates for the last five years:

2004:	6.4
2003:	5.9
2002:	5.6
2001:	5.8
2000:	4.4

Stoddard County

Average personal income level: \$14,656.00

Number and percent of working-age population
living at or below poverty level: 4,836 – 16.5%

Unemployment rates for the last five years:

2004:	6.3
2003:	6.5
2002:	6.4
2001:	6.6
2000:	4.6

Southeast Region

Average personal income level: \$14,833.31

Number and percent of working-age population
living at or below poverty level: 56,097 – 17.4%

Unemployment rates for the last five years:

	%
2004:	6.9
2003:	7.1
2002:	7.0
2001:	6.6
2000:	4.8

Major lay-off events over the past three years and any anticipated layoffs:

Date	Company Name	City	County	# Affected
01/13/05	Newell Rubbermaid	Jackson	Cape Girardeau	60
01/24/05	Miss Elaine	Ste. Genevieve	Ste. Genevieve	16
02/17/05	MORad Manufacturing	Sikeston	Scott	29
03/02/05	Miracle Recreation Equipment Co.	Advance	Stoddard	66
03/22/05	Ron Scott Trucking Co.	Holcomb	Dunklin	13
03/22/05	Art Steward & Sons Inc.	Kennett	Dunklin	16
01/12/04	Big Lot's	Sikeston	Scott	16
02/13/04	Circuit City	Cape Girardeau	Cape Girardeau	44
02/24/04	Hecht's Clothing Store	Cape Girardeau	Cape Girardeau	12
05/12/04	Kroger	Leadington	St. Francois	29
10/19/04	The Glass Group Inc.	Park Hills	St. Francois	30
11/12/04	T-Rex Corporation	Farmington	St. Francois	114
11/17/04	Tower Rock Stone	Ste. Genevieve	Ste. Genevieve	50
11/19/04	Newell Rubbermaid	Jackson	Cape Girardeau	10
12/02/04	Trinity Marine Products	Caruthersville	Pemiscot	10
12/08/04	Tinnin Garment	Fredericktown	St. Francois	56
12/16/04	Parker Hannifin	Kennett	Dunklin	17
4/03/03	Essex Electric Inc.	Sikeston	Scott	204
4/23/03	Little Tikes	Farmington	St. Francois	127
4/28/03	Noranda Aluminum Inc.	New Madrid	New Madrid	20
6/06/03	RBA Manufacturing Co.	Malden	Dunklin	21
6/11/03	Charter Communications Inc.	Sikeston	Scott	36
6/11/03	Charter Communications Inc.	Cape Girardeau	Cape Girardeau	17
7/22/03	Holiday Inn	Cape Girardeau	Cape Girardeau	46
8/26/03	Jim Wilson Co.	Cape Girardeau	Cape Girardeau	65
9/22/03	Doe Run Co.	Glover		180
11/06/03	Trinity Marine Products	Caruthersville	Pemiscot	12
7/10/02	Allegiance	Farmington	St. Francois	130
7/17/02	Plastene Supply Co.	Portageville	New Madrid	440
7/22/02	Louis Dreyfus	Marston	New Madrid	99

10/16/02	Trinity Marine Products	Caruthersville	Pemiscot	19
10/23/02	Food Giant	Fredericktown	St. Francois	19
11/18/02	Federal Mogul	Malden	Dunklin	80

At this time the WIB has no information on any anticipated layoffs.

- C. *Describe the process used by the local board to provide an opportunity for public comment, including comment by representatives of businesses and labor organizations, and input into the development of the local plan, prior to submission of the plan. **

The Workforce Investment Board of Southeast Missouri will place an advertisement in the local newspapers to inform the public of the plan and its availability. The public will be invited to send any comments to the WIB pertaining to the plan. Also, the date and time of the board meeting of our monthly board meeting will be in the advertisement. Our board meetings are open to the public.

- D. (A comprehensive one-stop center is defined in 20 CFR 662.100(c) as a physical center “that must provide the core services specified in WIA Section 134(d)(2) and must provide access to other programs and activities carried out by the onestop partners.”) *Identify the local comprehensive one-stop center(s), including current mailing and street addresses, telephone and fax numbers and list them in Attachment 1 to the local plan.*

See Attachment 1.

- E. *Identify the one-stop partners that are physically located at the comprehensive center(s) and the services provided by these partners and list them in Attachment 1 to the local plan.*

See Attachment 1.

- F. (According to 20 CFR 662.100(d)(1), affiliate one-stop sites “can provide one or more partners’ programs, services and activities at each site.”) *Identify the local affiliate one-stop sites, including current mailing and street addresses, telephone and fax numbers and list them in Attachment 1 to the local plan.*

See Attachment 1.

- G. *Identify the one-stop partners that are physically located at the affiliated sites and the services provided by these partners and list them in Attachment 1 to the local plan.*

See Attachment 1.

IV. Economic and Labor Market AnalysisA. *Identify the current and projected employment opportunities in the local area.****Top Occupations for which the typical
source of training is Moderate-term On-the-Job Training**

	Estimated Annual Job Openings 2000-2010	Southeast 2002 Mean Hourly Wage
Cashiers.....	244.....	\$6.64
Retail Salespersons	242.....	\$8.93
Waiters & Waitresses.....	140.....	\$6.64
Nursing Aides, Orderlies, & Attendants	112.....	\$7.44
Office Clerks, General.....	110.....	\$9.34
Personal & Home Care Aides	101.....	\$7.26
Truck Drivers, Heavy & Tractor-Trailer	83.....	\$17.34
Janitors & Cleaners, exc. Maids & Housekeeping Cleaners...	59.....	\$8.01
Maids & Housekeeping Cleaners...	59.....	\$7.25
Teacher Assistants.....	44.....	\$15.812
Home Health Aides	39.....	\$7.85
Food Preparation Workers	37.....	\$6.65
Landscaping & Groundskeeping Workers	32.....	\$8.70
Child Care Workers.....	30.....	\$6.89
Receptionists & Information Clerks	30.....	\$8.24
Packaging & Filling Machine Operators & Tenders.....	27.....	\$10.20
Customer Service Representatives	25.....	\$11.18

**Top Occupations for which the typical
source of training is Long-term On-the-
Job Training or Work Experience in a
Related Occupation**

	Estimated Annual Job Openings 2000-2010	Southeast 2002 Mean Hourly Wage
First-Line Supervisors/Managers of Retail Sales Workers.....	69	\$13.60

Carpenters.....	47	\$14.21
Cooks, Institution & Cafeteria	35	\$7.66
First-Line Supervisors/Managers of Office Workers.....	34	\$15.20
Police & Sheriff's Patrol Officers.....	28	\$12.38
First-Line Supervisors/Managers of Construction Trades Workers.....	28	\$19.24
First-Line Supervisors/Managers of Food Service Workers.....	27	\$9.29
Electricians	24	\$15.22
Cooks, Restaurant.....	22	\$7.95
First-Line Supervisors/Managers of Mechanics, Installers, Repairers	20	\$19.16
Plumbers, Pipefitters, & Steamfitters	13	\$21.70
First-Line Supervisors/Managers of Housekeeping, Janitorial Workers....	9	\$13.82
Food Service Managers	8	\$15.04

**Top Occupations for which the typical
source of training is Career Education or
an Associate's Degree**

	Estimated Annual Job Openings 2000-2010	Southeast 2002 Mean Hourly Wage
Registered Nurses.....	131 \$18.68
Licensed Practical & Licensed Vocational Nurses	55 \$11.45
Automotive Service Technicians & Mechanics	35 \$13.15
Medical Records & Health Information Technicians.....	16 \$9.30
Medical Secretaries	10 \$9.08
Welders, Cutters, Solderers, & Brazers	30 \$12.82
Computer Support Specialists	20 \$16.58
Hairdressers, Hairstylists, & Cosmetologists	13 \$8.80
Bus & Truck Mechanics & Diesel Engine Specialists	13 \$14.02
Radiologic Technologists & Technicians	9 \$17.07
Respiratory Therapists	8 \$14.34
Medical & Clinical		

Laboratory Technicians	8	\$13.26
Medical Transcriptionists	8	\$10.51
Mobile Heavy Equipment Mechanics, exc. Engines.....	6	\$15.31

**Top Occupations for which the typical
source of training is a
Bachelor's or Higher Degree**

	Estimated Annual Job Openings 2000-2010	Southeast 2002 Mean Hourly Wage
Secondary School Teachers, exc. Special & Vocational Education	61.....	\$30,854
General & Operations Managers.....	58.....	\$30.11
Elementary School Teachers, exc. Special Education	50.....	\$31,207
Chief Executives	23.....	\$53.19
Preschool Teachers, exc. Special Education	21.....	\$7.92
Teachers, Primary, Secondary, & Adult, All Other	18.....	\$27,318
Business Operations Specialists, All Other	16.....	\$19.45
Pharmacists	16.....	\$38.79
Accountants & Auditors.....	15.....	\$20.64
Vocational Education Teachers, Secondary School	15.....	\$33,733
Middle School Teachers, exc. Special & Vocational Education	12.....	\$31,219
Financial Managers.....	11.....	\$27.19
Clergy.....	11.....	\$14.93
Education Administrators, Elementary & Secondary School....	10.....	\$56,840
Recreation Workers	9.....	\$9.90
Loan Officers.....	6.....	\$25.10

Source: *Employment Outlook, Occupational Projections, Southeast Workforce Investment Area 2000 – 2010*,
Missouri Research & Economic Information Center

B. Identify the job skills necessary to obtain current and projected employment opportunities.*

Top Occupations for which the typical source of training is Moderate-term On-the-Job Training

- Active Listening
- Operation & Control

- Equipment Maintenance
- Reading Comprehension
- Equipment Selection
- Social Perceptiveness
- Instructing Speaking

Top Occupations for which the typical source of training is Long-term On-the-Job Training or Work Experience in Related Occupation

- Active Listening
- Management of Personnel
- Coordination
- Reading Comprehension
- Equipment Selection
- Speaking
- Installation

Top Occupations for which the typical source of training is Career Education or an Associate's Degree

- Active Listening
- Social Perceptiveness
- Equipment Maintenance
- Speaking
- Installation
- Troubleshooting
- Reading Comprehension
- Writing
- Repairing

Top Occupations for which the typical source of training is a Bachelor's or Higher Degree

- Active Listening
- Learning Strategies
- Coordination
- Reading Comprehension
- Instructing
- Social Perceptiveness
- Judgment/Decision Making
- Speaking

Source: *Employment Outlook, Occupational Projections, Southeast Workforce Investment Area 2000 – 2010*, Missouri Research & Economic Information Center

V. Overarching Local Strategies

- A. *Include the findings from the “Missouri Regional Skills Gap Analysis” planning phase, as well as any strategies that have been developed for implementing the needed training to fill these skills gaps. These findings should include high-growth, high-demand employment opportunities within the region, as defined in the national direction.*

Findings of the “Missouri Regional Skills Gap Analysis” for the Southeast region have generally focused on soft-skills, such as:

- Attendance
- Dress
- Respect
- Responsibility
- Attention

The strategy that has won support in the region is a distinct credential. The credential would identify those prospective employees that have completed a process that addresses the skills gaps that are relevant to the region.

WORKPLACE READINESS CREDENTIAL: This program is currently offered in both Cape Girardeau and Sikeston. The training begins with a mandatory pre-assessment to determine that students have the necessary academic skills for a successful outcome. Qualified and experienced teachers will then guide the students through a logical sequence of instruction during a two-week period. The program is designed to simulate a worker’s probationary period in business and industry. Topics covered will include, but not be limited to:

- Punctuality and Regular Attendance
- Projecting a Professional Impression
- Bringing Closure to Tasks
- Getting Along with Co-Workers
- Making Decisions / Problem Solving
- Working as a Team Player
- Working Safely
- Developing Leadership Skills
- Proper Telephone Skills
- Dealing with Customers
- Basic Computer Usage
- Developing a Usable Resume
- Completing Job Applications
- Job Interviewing for Success
- Learning What to Expect On-the-Job
- Acceptable Workplace Habits
- Using the Internet to Search for Work
- Hearing from a Guest Employer
- Grammar

- Mathematics
- Budgeting and Investing
- Job Shadowing Experience

Upon successful completion of the two-week Workplace Readiness Credential Program, the student will be presented with a Credential.

- B. *Describe the local board's policy on providing apprenticeships. (Additional information regarding apprenticeships can be found in Addendum B to this planning guidance, as well as at www.doleta.gov/atels_bat).*

The WIB is working with a Carpenter's Union from the St. Louis and the local representatives to provide Apprenticeships. Service providers in our region have been made aware of the availability of this program and have been encouraged to refer participant to the appropriate agencies for services.

VI. Major Local Policies and Requirements

- A. *Identify the local areas policy for supportive services and/or needs based payments to enable individuals to participate in Title I activities. This policy should address how resources and service coordination is managed in the local area and the procedures for referrals to services. In addition, this policy should identify:*
- *how such services will be funded when they are not otherwise available from other sources;*
 - *the services that may be provided;*
 - *documentation required for requesting service;*
 - *the maximum amount of funding and length of time for supportive services or needs based payments to be available to participants; and*
 - *procedures (if any) established to allow One-Stop operators to grant exceptions to the limits established*

Supportive services are identified as payments for services that enable the client to participate in Title I activities. These services will be provided only to dislocated workers and those who meet income eligibility and cannot access funding from other sources. The Case Manager must submit a written request to the program director. Supportive services must be approved by the program director. They are not to exceed \$600.00 per year per participant. Participants are eligible for supportive services for two years. The Program director must coordinate supportive service activities with the WIB. Any exceptions to the Supportive Service Policy must be approved by the President of the WIB. Examples of Supportive Service costs include:

- Transportation
- Tools
- Uniforms

- School supplies
- Childcare

B. *Identify the maximum dollar amount for all supportive services combined per participant.*

The local Board has set a limit of \$600.00 for all supportive service per participant per year.

C. *Describe the criteria to be used by the local board, under 20 CFR 663.600, to determine whether funds allocated to a local area for adult employment and training activities under WIA sections 133(b)(2)(A) or (3) are limited, and the process by which any priority will be applied by the one-stop operator.**

The Workforce Investment Board has determined that the size of the workforce in the region is too large to serve with the funds allocated. This criterion is based on the unemployment rate versus the population totals. The Workforce Investment Board requires one-stop operators to give priority to individuals on public assistance and to those who meet the income levels described by the poverty guidelines furnished by the U.S. Department of Health and Human Services and the Lower Living Standard Income Levels (LLSIL). These guidelines are updated annually by the Federal government.

D. *Define the sixth eligibility criteria for youth, described in WIA section 101(13)(C)(iv) as “an individual who requires additional assistance to complete an educational program, or to secure and hold employment”.*

The sixth eligibility criteria are defined by the WIB as a youth that has been unsuccessful in school and/or in employment. Service providers are required to document the youth’s previous efforts in education and employment to assess and verify their need.

E. *Describe how veteran’s priority, as required by Public Law 107-288, will be incorporated into all programs.*

- ☐ Veterans’ priority is a requirement in all programs funded wholly or in part by DOL. Priority will be measured in terms of enrollment in affected **programs**. The Veterans Representative has given all staff copies of TEGL 5-03 and explained the relevant priority service processes to staff and partner agencies. The WIB will ensure that all service providers continue to refer veterans to the appropriate Disabled Veteran Outreach Program (DVOP) specialists and Local Veteran Employment Representatives (LVER) for joint case management. Referral to the DVOP/LVER does not constitute priority of service.
- ☐ For all programs with statutory requirements, veterans must meet the program eligibility requirements in order to obtain priority of service.

- ☐ In the WIA Adult and Dislocated Workers Program, the current law requires that first priority for intensive and training services be given to public assistance recipients and low-income individuals when adult funds allocated to a local area are limited. In regard to veterans, the priority of provision of services is established as follows: First to be served will be public assistance recipients and low-income individuals who are also veterans. The second group to be served will be public assistance recipients and low-income non-veterans. Among participants who are not public assistance recipients or low-income individuals, veterans will receive priority over non-veterans.
- ☐ Additionally, in those programs where targeting of groups are discretionary or optional priorities at the local level, veterans' priority takes precedence over those optional or discretionary priorities. Veterans' priority is applied in advance of the opportunities and services provided to the population group covered by the optional priority.

Provision of Information to Covered Individuals

- ☐ Each provider will provide information regarding priority of service to covered persons regarding benefits and services that may be obtained through other entities or service providers and ensure that each covered veteran or eligible spouse who applies to or is assisted by any covered program is informed of the employment related rights and benefits to which the person is entitled.

Program Registration

- ☐ When there is a registration requirement associated with receipt of services for an impacted program or grant, collection of the individual's veteran status is required. GreatHires.org, Missouri's automated public labor exchange system, provides the opportunity for veterans to self-declare veterans status. In addition, Toolbox collects veteran's data during intake and assessment.

F. *Identify the funding limit for Individual Training Accounts (ITAs).*

The current funding limit for all ITA's is \$3,500.00 per year for two years for non-medical training and \$6,000.00 per year for two years for medical related training.

G. *Describe how the local region will ensure that the full array of one-stop services are available to all individuals with disabilities, so that these services are fully accessible.*

All One-Stop locations are in compliance with ADA building standards and maintain equipment to enable people with disabilities to access all services available through the One-Stop Center. Service providers have personnel available to assist anyone that is unfamiliar with the use of the assistive technology.

Examples of this equipment include:

- Telephone Amplifier
- Hands-Free Speaker Phone with Large Key Pad
- Monitors
- Alternative Keyboards
- Electronic Enlarging (CCTV)
- Tape Recorder
- TTY with Printout
- Screen Enlargement Software
- Trackball
- Height Adjustable Table

- H. *Describe how the local region will ensure that the full array of one-stop services are available to all individuals with limited English proficiency.*

All One-Stop locations maintain all forms in Spanish and have the capability to refer customers to translators. These customers are also given the opportunity to attend English as a second language classes.

- I. *Describe how the local region promotes integration of services through dual enrollment processes.*

The benefits of dual enrollment such as, more funding streams, wider range of opportunities for the customer and improved performance have been detailed to all staff. Typical dual enrollments include WIA Dislocated Worker dually enrolled in Trade Act or WIA Adults dually enrolled in Parents Fair Share or CAP. Actual cases can be provided upon request.

Customers are given an Intake Assessment Form when they arrive at the career center. The assessment form asks for all relevant information pertaining to services and referrals that could be provided by the One Stop Center. All applicable services provided through such programs as, WIA, PFS and the Trade Act are explained to the customer.

Follow-up is done at regular intervals by the case manager.

- J. *List the local credentials that the board has approved, to include: issuing entity, requirements to earn credential, and the expiration date (if any) of the credential.*

At this time the WIB recognizes OJT certificates issued by employers that have OJT contracts with the WIB's service providers. Also, the WIB has developed a Workplace Readiness credentialing program with Cape Girardeau Career and Technology Center. There has been tremendous reception from the employers in the region for this initiative. This credential would include aspects of workplace readiness such as:

- Attendance

- Proper Dress
- Ability to take instruction
- Reading skills
- Math skills
- Customer Service/ Communication Skills
- Job Search skills

VII. Integration of One-Stop Service Delivery

One of the primary expectations of the workforce system under the WIA statutory framework is a seamless, integrated One-Stop delivery system. The expectation for an integrated service delivery system remains firmly embedded as a key principle of a demand-driven workforce system. The goal of integration is to ensure that the full spectrum of community assets is used in the service delivery system to support human capital solutions for businesses, industry and individual customers.

A. *Describe the one-stop delivery system in the local region, including:*

1. *A description of how the local board will ensure the continuous improvement of eligible providers of services through the system and ensure that such providers meet the employment needs of local employers and participants;**

The local board monitors the performance of the service providers to ensure that they meet training and employment standards. The WIB also partners with the service providers to keep them up to date about available services, local employment dynamics and opportunities available to participants. Monthly meetings are held with staff and Partner Agencies. Current policies and programs are discussed, these sessions are open for questions and input from all staff. Also discussed at these sessions are upcoming events, and training. Also, the WIB has encouraged partner agency staff to become Missouri Workforce Development Certified Professionals.

2. *Describe how all partner agencies will strengthen their integration of programs and services so that it provides a more seamless system; and*

During the RFP process in this region, potential service providers are required to show that they have established partnerships with other agencies. Partner agencies are encouraged to co-locate in order to better provide a wide variety of programs and services. Also, the partner agencies in the region communicate regularly and have many case manager's that are knowledgeable in several of the programs offered. This allows them to serve customers in a timely and efficient manner.

3. *A copy of each memorandum of understanding (between the local board and each of the one-stop partners) concerning the operation of the one-stop delivery system in the local area.* (This should be included as Attachment 6 to the local plan.)*

See Attachment 6.

- B. *The expectation is that the local region will involve business, organized labor, local public officials, community-based organizations, WIA service providers and other stakeholders in the development and review of this plan. Describe the plan development process, including how input for the plan was obtained by all the partners involved in the MOU.*

The WIB developed this plan with input from board members and disseminated it to all partner agencies and service providers. These organizations were asked to send any suggestions/recommendations to the WIB within thirty days of receipt. The WIB then reviewed all recommendation and submitted a final draft for public review before it's regularly scheduled meeting on August 16, 2005. The public was invited to make any comments or suggestions at that time.

VIII. Administration & Oversight of Local Workforce Investment System

- A. *Identify the one-stop operator(s) for the comprehensive and affiliate one-stop centers in the region.*

See Attachment 1.

- B. *Identify the members of the local workforce investment board, the organization or business they represent, and the area (i.e. business, education) in Attachment 2 to the local plan.*

See Attachment 2.

- C. *Include a copy of the local workforce investment board's current by-laws in Attachment 3 to the local plan.*

See Attachment 3.

- D. *If applicable, include a copy of the region's Performance Improvement Plan (PIP) for any sanctions they have been given, as well as an update on the effectiveness of the PIP's strategies. The PIP should be included as an attachment to this plan.*

N/A- There are no sanctions pending for the Southeast Region

IX. Service Delivery

- A. *One-Stop Service Delivery Strategies*

Describe how the local region is assisting customers in making informed choices based on quality workforce information and accessing quality training providers.

The Workforce Investment Board has supplied all of its service providers with the latest labor market information and is working toward increasing the number of on the job training opportunities in this region. The WIB and its service providers are also aggressively seeking employers that will participate in the Southeast Region Workforce Readiness Credentialing Program.

B. *Adults and Dislocated Workers*

1. *Provide a description and assessment of the type and availability of all adult and dislocated worker employment and training activities in the local area.*
*

The Southeast region has a large network of service providers and offers a wide variety of choices for its adult and dislocated worker participants. These activities include:

- G.E.D. courses
 - Job/ Career counseling
 - Job search activities
 - Resume Writing/ Interview skills
 - Work readiness credential
 - Vocational/ Technical Schools
 - Community colleges
 - University classes
 - Transportation assistance
2. *Include a description of the local individual training account (ITA) system and the procedures for ensuring that exceptions to the use of ITAs, if any, are justified under WIA section 134(d)(4)(G)(ii) and 20 CFR 663.430.*

The ITA system is used by the Southeast region to send participants to DESE authorized training providers. The only exceptions have been for on the job training. However, recently we have identified a variety of soft skill and hard skill deficiencies in Youth participants. This had been one of the results of the *Skills Gap Analysis*. These deficiencies act as real and multiple barriers to education and employment. So, the WIB has partnered with two faith based organizations that provided life skills training and work readiness training for youth in the region.

3. *Provide a description of how Wagner-Peyser Reemployment Services (Worker Profiling) will be delivered on a weekly basis between DWD and partner staff.*

Throughout the Southeast region the WIA service providers and DWD personnel are co-located. This greatly enhances the ability of the case managers to communicate about the services that are being provided through WIA and Wagner-Peyser to their customers.

C. *Rapid Response*

*Describe how the local board will coordinate workforce investment activities carried out in the local area with statewide rapid response activities, as appropriate.**

The Rapid Response Program provides early intervention assistance; providing employers and employees who are affected by business closings or cutbacks with information and access to re-employment services to help alleviate the unemployment and economic distress resulting from these employment actions. Workforce Investment Board Rapid Response Coordinator will provide packets of program and contact information at the local meetings or by mail.

D. Youth

- A. *Provide a description and assessment of the type and availability of youth activities in the local area, including an identification of successful providers of such activities.** (This should include the local board's policy on partnering with and prioritizing services for serving youth most in need, such as out of school youth, those at risk of dropping out, youth in foster care, those aging out of foster care, youth offenders, children of incarcerated parents, homeless youth, and migrant and seasonal farm worker youth.)

The Workforce Investment Board of Southeast Missouri is responsible for 13 counties that provide successful youth programs. The local youth programs provide an objective assessment, develop an individual services strategy, provide preparation for postsecondary educational opportunities, provide linkages between academic and occupational learning, provide preparation for employment and provide effective connection to intermediary organizations that provide strong linkages to the job market and employers.

There are a variety of youth programs in Southeast Missouri including Alternative schools; East Missouri Action Agency, A.O. Lake Country, Dunklin County Caring Council, New Madrid County Family Resource Center, Pemiscot County Initiative Network, Bollinger Alternative School, Jackson Alternative School, Stoddard Alternative School, and Malden Alternative School.

These programs offer:

- Adult mentoring,
- Leadership development opportunities
- Life skill training
- Tutoring
- Paid and up and work experiences
- Occupational skill training
- Supportive services from other agencies
- Comprehensive guidance and counseling if needed
- Long term employment
- Certification for a nurses aide
- GED completion
- Opportunity to earn credits for high school diploma

- B. *Provide a description of any innovative service delivery projects for youth currently operating in the region. Describe the local board's involvement in the projects, and the board's efforts to continue involvement and funding for the continuation of these projects. (Examples include JAG, Youth Build, I Can Learn, Cisco etc.)*

The Workforce Investment Board of Southeast Missouri currently offers administrative and technical assistance to the following programs in the region:

Cisco is a program that offers Networking and Computer technology skills. Students who learn and master the knowledge and skills associated with information technology are prepared for careers throughout the global economy. Employers across the state of Missouri are looking for employees with the skills and knowledge that will be taught in the Cisco Networking Academy Program. The Cisco program for Southeast Missouri is located in Pemiscot County and also Dunklin County. There are six sending schools served by the **Pemiscot County Vocational School**:

- North Pemiscot High School, Wardell MO
- Delta C& High School, Deereing, MO
- Hayti High School, Hayti, MO
- Caruthersville High School, Caruthersville, MO
- South Pemiscot High School, Steele, MO
- Cooter High School, Cooter, MO
-

Dunklin County:

- Kennett High School

The JAG focus is keeping participants in high school through graduation during the in-school phase of the and improving the rate of success in achieving their education and career goals. There are three high schools participating in the JAG model in Southeast Missouri:

- Central R III High School, Park Hill, MO
- North County High School, Bonne Terre, MO
- Iron County C-4 High School, Viburnum, MO

The “I can Learn” Education Systems is a complete software and hardware computer package delivering standards-based algebra and pre-algebra mathematics courses to middle school and high school students. This program is being implemented in the Kennett High School, in Kennett, Missouri.

E. **Business Services**

1. *Describe efforts to continue Business Outreach and Service plan implementation regarding achievement of coordinating business outreach efforts through a single point of contact system. Describe how partner staff work together to “broker” all programs and services to businesses. Include*

a description of strategies/training to ensure partner staff document business contacts in toolbox and work closely with all career center staff that have business outreach responsibilities. Describe innovative and/or outreach success(es) that may be considered best practice. Describe any modifications/revisions to the business outreach plans that were submitted to the DWD during 2004.

In the fall of 2004 the WIB implemented their marketing outreach plan as follows:

A) All handout material to the business community was standardized to include:

- Resource Guide for Employers
- Work Opportunity and Welfare to Work Tax Credits
- Great Hires
- Guide to Services
- Missouri Employer Committee
- WIB – Business Services Listing
- Guide to State and Federal Posters

B) All Career Center and Partner Agency staff with responsibilities for business outreach received the following training:

- Telephone Scripts
- Flow Charts for Routing Business Customers
- Training Questions
- Wage and Hour Questions
- Tax Credit Questions
- Employment Questions
- Small Business Questions
- General Questions
- Youth Employment Questions
- Formalized Reporting Procedures
- Standardized Tool-Box Procedures

2. *Describe the region's commitment to businesses and how the training needs of businesses will be addressed, including implementing incumbent worker and On-the-Job Training programs. Include a description of how these services will not duplicate and will coordinate with Missouri's incumbent worker and industry training programs.*

It is the responsibility of the Manager, Business and Industry Services, to keep close contact with the training consortiums, educational institutions and partner agencies throughout the thirteen Southeast counties to address any and all training requirements of the business community. By working closely with the Division of Workforce Development Business Representative and other

training providers, coordination of the incumbent worker and On-the-Job Training programs is not duplicated.

- ☐ The Southeast Region will actively coordinate with DWD Central Office Business Relations staff to avoid duplication of incumbent worker (Classroom & OJT) and other industrial training programs.

F. Innovative Service Delivery Strategies

Describe how the region will support the Missouri Re-entry Process (MRP) ex-offender initiative. Include the services to be provided for ex-offenders and the process to be used to identify employers willing to hire ex-offenders.

At this time the Southeast region has the Fatherhood First program that is geared toward ex-offenders as they try to transition back into the workforce and family life. These participants are given classes and counseling to help them adjust to life after incarceration. They are also referred to service providers that make available to them all of the services that are offered in the region. The staff of the Fatherhood First program makes visits into the community to identify employers that will hire their participants. They have also invited the community to see and to participate in the program.

- ☐ Each offender referred from a Missouri Department of Corrections (DOC) Transitional Housing Unit (THU) will be provided an initial appointment with designated Career Center staff upon receipt of such referral. The initial appointment will consist of an assessment and referral to appropriate services and/or programs.

G. Strategies for Faith-based and Community-based Organizations

*Describe those activities to be undertaken to: (1) increase the opportunities for participation of faith-based and community organizations as committed and active partners in the one-stop delivery system; and (2) expand the access of faith-based and community-based organizations' clients and customers to the services offered by the one-stops in the state. Outline efforts for conducting outreach campaigns to educate faith-based and community organizations about the attributes and objectives of the demand-driven workforce investment system. Indicate how these resources can be strategically and effectively leveraged in the local workforce investment area to help meet the objectives of WIA. (For more information, reference DOL's tool, *Making It Real: Strategies for State Agencies and Local Workforce Boards to Increase Partnerships with Faith-Based and Community Organizations*.)*

Over the last year the WIB has contracted with two faith-based organizations in the region. They have become valuable partners for the WIB and its service providers. These organizations have

been invited to participate in our RFP process; they have given input to the Youth Council and have been given training in many other functions of the WIB. The level of communication has increased and they knowledge and capability to give participant referrals throughout the region. Through this relationship the WIB has been able to reach more underprivileged and out of school youth. The WIB will continue to pursue these types of relationships.

X. Local Administration

- A. *A description of the local levels of performance negotiated with the Governor and chief elected official to be used to measure the performance of the local area and to be used by the local board for measuring the performance of the local fiscal agent (where appropriate), eligible providers, and the one-stop delivery system in the local area.**

The negotiated performance levels that measure eligible providers and the one-stop delivery system in the area are as follows:

PY 2005 and 2006 Final Negotiated WIA Performance Measures for Southeast Region

Category	Region PY05 Planned Level	Region PY06 Planned Level
Adults		
Adult Entered Employment	80.0%	82.0%
Adult Employment Retention	86.0%	87.0%
Adult Earnings Change	\$3,200	\$3,379
Adult Employment & Credential	66.0%	67.0%
Dislocated Workers		
DW Entered Employment	87.0%	88.0%
DW Employment Retention	93.0%	93.0%
DW Earnings Replacement	\$465	\$651
DW Employment & Credential	67.0%	68.0%
Older Youth		
Older Youth Entered Employment	68.0%	69.0%
Older Youth Employment Retention	85.0%	85.0%
Older Youth Earnings Change	\$2,467	\$2,467
Older Youth Credential	51.0%	53.0%

Younger Youth		
Younger Youth Skill Attainment	90.0%	91.0%
Younger Youth Diploma Attainment	65.0%	67.0%
Younger Youth Retention	71.0%	72.0%

Source: DWD. Workforce Investment Area proposed level of performance negotiation letter dated July 18, 2005.

- B. *An identification of the entity responsible for the disbursement of grant funds described in section 117(d)(3)(B)(i)(III), as determined by the chief elected official or the Governor under section 117(d)(3)(B)(i).**

The local board has hired staff and formed The Workforce Investment Board of Southeast Missouri is a 501(C) 3 tax exempt organization that is responsible as the local fiscal agent and is located at:

Workforce Investment Board of Southeast Missouri
338 Broadway, Suite 500
Cape Girardeau, MO. 63701

- C. *A description of the competitive process used to award the grants and contracts in the local area for activities carried out under subtitle I of WIA, including the process to procure training services for youth (reference DWD Issuance 03-02) and any that are made as exceptions to the ITA process.**

The WIB publishes a *Request for Proposal* and sends copies to all WIA eligible service providers in the region. A conference is held at which potential bidders may ask questions concerning the submission of proposals. Potential bidders are given up to 60 day to send in their proposals. The WIB staff then reviews each proposal and makes recommendations to the Project/Outreach and Youth Committees. These committees then consider the activities proposed the bidders past performance, proposed cost per participant and the amount of funding requested. The committees the make their recommendation to the full WIB Board. The service providers in the region then work customers to send them to DESE approved training.

- D. *Describe how the local region is working towards eliminating duplicative administrative costs to enable increased training investments.*

The Southeast Region is very large geographically and serves a large number of customers. The WIB has determined that to reduce administrative costs the best practice is to limit the number of service providers and expand the geographic region that they cover. At this time there are three Adult/DW/CAP providers in the region and there are five Youth providers in the region. The WIB staff works to ensure that there are uniform methods of service delivery in the region. Through this

system administrative costs are reduced, yet there is still diverse and innovative environment that is contributes to superior performance and healthy competition.

E. *Identify how the local region ensures that services are not duplicated.*

The WIB has stressed to its service providers the importance of co-enrollment of customers in all programs from which they are eligible to receive services. Co-enrollment and communication between service providers and their case managers helps eliminate the duplication of services.

F. *Establish and define the local policy and procedure for Complaint and Grievance in accordance with the WIA Act 20 CFR 667.600. (This policy should be incorporated into the MOU and disseminated throughout the region for all workforce development professionals to understand and implement. This should adhere to federal, as well as state complaint and grievance guidance.) Include a copy of this policy as Attachment 4 to the local plan.*

See Attachment 4.

G. *Include the Planning Budget Summaries for Program Year 2005 and Fiscal Year 2006 in Attachment 5 to the local plan.*

See Attachment 5.

Signatures

The above document meets with our approval.

Name	Title	Date
------	-------	------

Name	Title	Date
------	-------	------

Name	Title	Date
------	-------	------

Public Comment Process

Prior to submission, the local plans shall provide notice to the public of the plan's availability for comment. Local regions are expected to involve business, organized labor, local public officials, community-based organizations, WIA service providers and other stakeholders in the review of this plan. To ensure as many individuals as possible have an opportunity to comment, notice should also include any known groups representing the diversity of the population in the region. This public comment period shall consist of 30 days.

Plan Submission Process

Deadline for local plan submissions will be August 31, 2005. A hard copy of the plan, with original signatures, as well as an electronic copy in Microsoft Word is required.

The hard copy should be sent to:

Division of Workforce Development
Planning and Research
P.O. Box 1087
421 E. Dunklin Street
Jefferson City, MO 65102-1087

The electronic copy should be sent to:

flowers.clint@ded.mo.gov

Plan Review Process

Once a complete plan has been submitted, the state anticipates a 30-day review process by the state's Local Plan Review Team. Formal notification of the plan's approval will be sent to the local workforce investment board (WIB) chair and a copy sent to the local WIB's staff director. The new local plans will be effective October 1, 2005.

Local Plan Modification Procedures

Upon DOL approval of the new state WIA/Wagner-Peyser Act Plan, the Division of Workforce Development (DWD) anticipates replacing DWD Issuance 01-00, Change 3, with a new local plan modification procedures issuance. The new issuance will reflect the elements of this local planning guidance.

Addendum A

National Strategic Direction

The purpose of this attachment is to inform the local regions of the national strategic priorities and direction for the workforce investment system for this planning cycle:

- Implementation of a demand-driven workforce system (preparing workers to take advantage of new and increasing job opportunities in high growth/high demand and economically vital industries and sectors of the American economy);
- System reform to eliminate duplicative administrative costs and to enable increased training investments;
- Enhanced integration of service delivery through One-Stop delivery systems nationwide;
- A refocusing of the WIA youth investments on out-of-school youth populations, collaborative service delivery across Federal programs, and increased accountability;
- Improved development and delivery of workforce information to support workforce investment boards in their strategic planning and investments; providing tools and products that support business growth and economic development; and providing quality career guidance directly to students and job seekers and their counselors through One-Stop Career Centers;
- Faith-based and community-based organizations playing an enhanced role in workforce development;
- Enhanced use of waivers and workflex provisions in WIA to provide greater flexibility to States and local areas in structuring their workforce investment systems; and
- Reporting against common performance measures across Federal employment and training programs.

Federal goals for this two-year cycle include realizing the reforms envisioned by WIA, and incorporating new statutory and regulatory program requirements that have evolved since the passage of WIA, such as priority of service for veterans as prescribed by the Jobs for Veterans Act.

For further information on DOL's national direction, please refer to the Federal Register/Vol. 70, No. 69 dated Tuesday, April 12, 2005, *Planning Guidance and Instructions for Submission of Two Years of the Strategic Five-Year State Plan for Title 1 of the Workforce Investment Act of 1998 and the Wagner-Pessey Act; Pages 19206 through 19209.*

Addendum B

Apprenticeship Program Information

The President's High Growth Job Training Initiative is advancing the partnership between industry employers, community colleges and workforce providers to train workers who can compete in emerging fields like biotechnology, high-tech manufacturing, health care, and many others. Apprenticeship has been recognized as a successful model for providing skilled workers, first in the construction trades and now biotechnology, health care, information technology, retail and numerous occupational areas.

Apprenticeship sponsorship, in collaboration with community colleges and the career center, uses classroom instruction and on-the-job training to provide quality training and certification of individuals needed now and in the future.

To promote apprenticeship sponsorship and collaboration, DWD is suggesting that the representatives from the U.S. Department of Labor Bureau of Apprenticeship and Training be invited to WIB meetings (and other meetings, such as Missouri Employer Committee, chamber of commerce, etc.), invited to attend job fairs and conferences and arrange to work directly with career center staff, including business representatives. DWD encourages innovative ideas from local workforce investment boards for outreach to business and academic institutions to advance apprenticeship sponsorships.

Attachments to the Local Plan

1. List of Comprehensive One-Stop Centers and Affiliate Sites
2. Local Workforce Investment Board Membership List
3. Local Workforce Investment Board By-Laws
4. Complaint and Grievance Guidelines
5. Planning Budget Summaries for Program Year 2005 and Fiscal Year 2006
6. Memorandum of Understanding (signed by all the parties)
7. Performance Improvement Plan and Update (if applicable) - N/A

****Denotes WIA-Mandated Planning Requirements***

Attachment 1

List of Comprehensive One-Stop Centers and Affiliate Sites

Southeast Region One-Stop Career Center

Cape Girardeau Career Center

215 Fountain
Cape Girardeau, MO. 63701
Phone: (573) 290 - 5766

E-mail: capegirardeau@ded.mo.gov

One-Stop partners located in Cape Girardeau Career Center: Division of Workforce Development (DWD), Mers/Goodwill (WIA & CAP Service Provider) MERS/Goodwill is the One-Stop Operator

East Missouri Action Agency/ Park Hills Career Center

107 Industrial Drive
Park Hills, MO. 63601
Phone: (573) 431 - 2229

One-Stop partners located in Park Hills Career Center: Division of Workforce (DWD), East Missouri Action Agency (EMAA) (WIA & CAP Service Provider) EMAA is the One-Stop Operator

Level 2 sites are those that are considered to be “near to” full service sites but not officially designated as such. These sites may have significant co-location of services occurring and have a reasonable potential to become a full service site in the future. The four (4) locations designated as Level 2 satellite sites in the Southeast Region are:

Missouri Career Center

1100 S. By-Pass Suite II
Kennett, MO 63857
(573) 888-4518
FAX (573) 888-1324

Partners located in Kennett Career Center: Division of Workforce Development (DWD), A.O. Lakes County Resource Center. (WIA & CAP Service Provider) A.O Lakes Country is the One-Stop Operator

New Madrid Co. Family Resource Center

420 Virginia St.
New Madrid, MO 63869
(573) 748-2778
FAX (573) 748-2467

Partners located in New Madrid County Family Resource Center: A.O. Lakes County Resource Center. (WIA & CAP Service Provider)

Missouri Career Center

202 S. Kingshighway
Sikeston, MO 63801
(573) 472-5250
FAX (573) 472-4577

One-Stop partners located in Cape

Missouri Career Center

16 S. Coffman
Park Hills, MO 63601
(573) 431-1510
FAX (573) 431-8073

Partners located in Park Hills Career Center:

Girardeau Career Center: Division of Workforce Development (DWD), Mers/Goodwill (WIA & CAP Service Provider) MERS/Goodwill is the One-Stop Operator

Division of Workforce Development (DWD), East Missouri Action Agency (WIA & CAP Service Provider) EMAA is the One-Stop Operator

Missouri Career Center

913 HWY 84 West
Caruthersville, MO 63830
(573) 333-0409
FAX (573) 333-1073

Partners located in Pemiscot County: Division of Workforce Development (DWD), A.O. Lakes County Resource Center. (WIA & CAP Service Provider) A.O Lakes Country is the One-Stop Operator

Susanna Wesley Learning Center

207 North Washington
East Prairie, MO 63845
(573) 649-5028

Partners located in Susanna Wesley Family Learning Center: A.O. Lakes County Resource Center. (WIA & CAP Service Provider)

Level 3 sites are those that have a significant amount of staffed services available but may not have co-location of other agency staff. The eight (8) locations designated as Level 3 satellite sites in the Southeast Region are:

Southeast Missouri State University

Career Services Office
University Center
One University Plaza
Cape Girardeau, MO 63701
(573) 651-2583
FAX (573) 651-2532

East Missouri Action Agency

209 West Main
Fredericktown, MO 63645
(573) 783-5226
FAX (573) 783-8229

East Missouri Action Agency

206 First Street
Marble Hill, MO 69674
(573) 238-4220
FAX (573) 238-3460

East Missouri Action Agency

1321 W. St. Mary's, Suite C
Perryville, MO 63775
(573) 547-2014
FAX (573) 517-0058

East Missouri Action Agency

305 West Maple
Pilot Knob, MO 63663
(573) 546-3191
FAX (573) 546-2606

East Missouri Action Agency

374 Market Street
Ste. Genevieve, MO 63601
(573) 883-8147
FAX (573) 883-8149

Cape Girardeau Career & Technology Center

1080 S. Silver Springs Road
Cape Girardeau, MO 63703
(573) 334-0826
FAX (573) 334-5930

Perryville Area Career and Technology Center

326 College Street
Perryville, MO 63775
(573) 547-7500 x 254
FAX (573) 547-7500 x 253

Attachment 2

Local Workforce Investment Board Membership List

Name	Company Address	Phone	FAX	E-mail
BERRY, SCOTT	TITAN PLASTICS GROUP 1452 ROWE PARKWAY POPLAR BLUFF MO 63901	785-0871 CELL 820-6880		sberry@titanplasticsgroup.com
BRADSHAW, BEN	BRADSHAW FUNERAL HOME 1005 S MADISON MALDEN MO 63863	276-2223	276-2224	bradshawfh@brick.net
BUNCH, BILL	EAST MISSOURI ACTION AGENCY 403 GLENDALE PARK HILLS MO 63601	431-5191	431-6773	bbunch@eastmoaa.org
CONKLIN, JOHNNY RAY	226 S CHERRY KELSO MO 63758	264-4143		
DOWELL, EDITH	ST. LOUIS REGIONAL CLAIMS CENTER P O BOX 8859 ST. LOUIS MO 63101	314-244-8422	314-340-4755	Edowell@dolir.state.mo.us
DUDLEY, BYRON	CITIZENS ELECTRIC CORP P O BOX 311 STE GENEVIEVE MO 63670	883-5339X119	883-3381	bdudley@citizenselectriccorp.com
GARD, GEORGE	15 GREENBRIAR ST NEW MADRID, MO 63869	748-2697		gard@bancclub.net
GRAY, STEPHEN	ATTORNEY AT LAW 303 HIGH STREET MARBLE HILL MO 63764	238-2641	238-3516	
GRISSOM, JENNIFER	DEPOT BBQ-OWNER 535 RUTH STREET EAST PRAIRIE MO 63845	649-3656	649-3411	toyfarmer52@yahoo.com
HENDLEY, LAURA	SIKESTON CAREER & TECH CENTER 200 PINE STREET SIKESTON MO 63801	471-5442	472-8861	lhendley@sikeston.k12.mo.us
HENZI, KAREN	HEALTH FACILITIES REHAB	471-5755	471-	khenzi@hfrehab.com

v

	331 COUNTY ROAD 433 JACKSON MO 63755			
PARKER, HOWARD	SIKESTON AEL 1002 VIRGINIA SIKESTON MO 63801	471-9469	472-8888	hparker@sikeston.k12.mo.us
PARKER, RON	DIV OF VOACATIONAL REHAB P O BOX 1087 CAPE GIRARDEAU MO 63702	290-5788	290-5921	parker@vr.dese.mo.gov
PIPKENS, SHIRLEY	GILSTER-MARY LEE 615 N ST MARY'S ROAD PERRYVILLE MO 63775	547-1705x2515	547-8408	spipkens@gilstermarylee.com
RIGGLE, DON	MINGO JOB CORP 4253 STATE HWY T PUXICO MO 63960	222-2649	222-2681	riggled@jcdc.jobcorps.org
ROBINSON, MITCH	CAPE GIR AREA INDUSTRIAL RECRUITMENT ASS 1267 MT AUBURN RD CAPE GIRARDEAU MO 63701	334-5000	3354686	cgaira1@ldd.net
SANDERS, KATHY	FLOWERS BY SANDERS 306 S 4TH STREET HAYTI MO 63851	359-1818	359-0019	kathy_sanders@hotmail.com
SCHAEFER, ORVILLE	HEARTLAND WATER SERVICES 218 SMITH STREET PERRYVILLE MO 63775	547-8812	547-8812	olshws@sbcglobal.net
SEABAUGH, MIKE	DIVISION OF WORKFORCE DEVELOPMENT 202 S. KINGSHIGHWAY SIKESTON MO 63801	472-5250	472-4577	mike.seabaugh@ded.mo.gov
		vi		
SIMPKINS, KATHIE	CITY OF EAST PRAIRIE 219 N WASHINGTON EAST PRAIRIE MO 63845	649-3057	649-2452	administrator@eastprairiemo.net
SINGLETON, JOHN	BLACK RIVER ELECTRIC COOP MGR MARKETING P O BOX 31	783-3381	783-7343	jsingleton@brec.coop

	FREDERICKTOWN MO 63645			
SMALLWOOD, GLENN	AMEREN UE, BUSINESS DEV EXECUTIVE 340 S. SILVER SPRINGS ROAD CAPE GIRARDEAU MO 63703	651-5629	651-5699	gsmallwood@ameren.com
SNIDER, KARL	THE BAPTIST HOME P O BOX 87 IRONTON MO 63650	546-2709	546-2645	ksnider@thebaptisthome.org
STAFFORD, PANSY	STAFFORD FURNITURE 126 E MAIN PORTAGEVILLE MO 63873	379-3391	379-3033	jimdudleystafford@yahoo.com
SULLIVAN, AL	501 CENTER STREET FARMINGTON MO 63640-3203	431-3173	431-7431 home	director@sfccp.org nsulliv@yahoo.com
SUTHERLAND, BUZ	SMALL BUSINESS DEVELOPMENT CENTER SEMO STATE UNIVERSITY ONE UNIVERSITY PLAZA MS 5925 CAPE GIRARDEAU MO 63701	986-6084	986-6083	bsutherland@semo.edu
SWINDLE, LARRY	MCDANIEL FUNERAL SERVICE P O BOX 604 KENNETT MO 63857	888-3311	888-6830	lnswindle@clgw.net
THOMAS, SCOTTIE	PILOT CORPORATION HWY 105 SOUTH CHARLESTON MO 63834	683-6056	683-6016	store359@pilotcorp.com
	vii			
TRENTHAM, KEN	P O BOX 458 MARBLE HILL MO 63764	238-4900	238-0049	trentham5@sbcglobal.net
TYLER, BOB	SABRELINER CORPORATION 1040 ROZIER STE GENEVIEVE MO 63670	800-325-4663	883-7399	btyler@sabreliner.com
WILLIAMSON, JJ	WILLIAMSON & ASSOCIATES, LLC 334 N FREDERICK CAPE GIRARDEAU MO 63701-5628	339-0512	339-7174	jjwill@sbcglobal.net

WINDER, SCOTT	THE GLASS GROUP 1000 TAYLOR AVE PARK HILLS MO 63601	431- 5743x217	431- 0256	scott.winder@theglassgroup.com
---------------	---	------------------	--------------	--

Attachment 3

Local Workforce Investment Board By-Laws

BY-LAWS
WORKFORCE INVESTMENT BOARD
of SOUTHEAST MISSOURI, INC.
Established July 1, 2000

ARTICLE I

Name, Corporate Status and Location of Principal Office

- 1.1 The Board shall be known as the Workforce Investment Board of Southeast Missouri, Inc.
- 1.2 The Board is a General Not-For-Profit Corporation organized and operating under the laws of the State of Missouri.
- 1.3 The Board shall maintain its principal office in Cape Girardeau, Missouri.

ARTICLE II

Powers and Duties Generally

- 2.1 The Board shall exercise and discharge its powers and duties as set forth by the membership upon a majority vote of the quorum present (as a quorum is defined in Section 4.6) and as provided by the Workforce Investment Act of 1998, all appropriate implementing regulations established by the State of Missouri, and any agreements established between the Board and the Presiding County Commissioners in the thirteen counties known as the Southeast Region, and accordingly shall:
 - a. Adopt, amend and repeal by-laws, rules and regulations governing the conduct of its business and the performance of its functions;
 - b. Provide for the internal organization, administration and operations of the Board;
 - c. Accept, use and dispose of gifts or donations of services or property (real, personal or mixed, tangible or intangible);

- d. Provide for the administration of such activities of the Board as set forth in the Workforce Investment Act of 1998 and its amendments or other programs and activities that the Board may obtain in the future.

ARTICLE III

Organization of the Board

- 3.1 The Board shall consist of persons appointed by the Chief Local Elected Official (CLEO) of the Southeast Region who are certified by the Governor of the State of Missouri. Members shall be from areas of interest stipulated in the Workforce Investment Act of 1998 and its amendments and its various implementing regulations developed by the U.S. Department of Labor and the Missouri Division of Workforce Development. The appointment process shall be in compliance with the Workforce Investment Act of 1998 as amended.
- 3.2 There shall be two (2) persons appointed from the business sector from each of following thirteen counties: Bollinger, Cape Girardeau, Dunklin, Iron, Madison, Mississippi, New Madrid, Pemiscot, Perry, Scott, Ste. Genevieve, St. Francois and Stoddard, and others from public agencies and community based organizations as required and permitted by the Workforce Investment Act of 1998 and its amendments. Total membership of the Board must be maintained such that the business sector members always represent the majority of the membership.
- 3.3 *Initial terms of service of those appointed to the Board will be staggered as*

recommended by the Chief Local Elected Official (CLEO) of the Southeast Region; i.e., at the pleasure of the CLEO, some members will be appointed for an initial one (1) year term and some members will be appointed for an initial two (2) year term, commencing July 1, 2000. After the initial terms, all terms of office will be for two (2) years. Appointments are not official until certified by the Governor of the State of Missouri.

- 3.4 *Each member of the Board shall be a member of the Board of Directors of this Corporation and shall serve as a Director so long as that person is a member.*

ARTICLE IV

Meetings

- 4.1 All meetings of the Board shall be held in accordance with the Revised Statutes of Missouri and other assurances made by the Board in the acceptance of grants or programs of work.
- 4.2 Regular meetings shall be held in Cape Girardeau, Missouri, on the third Tuesday of the month at 7:00 p.m. at a regular meeting location to be determined by the Board. The Board shall meet in regular session no less often than six (6) times each fiscal year and at such other times as determined necessary by the Board Chairperson/CEO.
- 4.3 Special meetings of the Board may be called upon written request of one-third of the members of the Board filed with the Secretary, which request shall designate the time and place and purpose of the meeting. The business of any special meeting shall be limited to the stated purpose of that meeting.
- 4.4 Written notice of regular and special meetings of the Board shall be given to each member at least five days prior to the meeting. The notice shall include a copy of the agenda for that meeting. Notice shall be deemed to be duly given when mailed by ordinary mail,

postage prepaid, or by e-mail or facsimile to each member of the Board at his/her last known address as it appears on the records of the Board.

4.5 Each member of the Board shall have one vote on all matters voted upon.

4.6 Whenever a majority of the members of the Board attending any meeting of the Board are business sector members, a quorum shall be deemed to exist authorizing business to be conducted for that meeting; i.e., if in excess of fifty percent (50%) of the members attending a meeting are members representing the business sector, a quorum shall be deemed to exist for that meeting and business may be conducted. Every decision of a majority of the members present at any meeting in which there is a quorum present shall be valid as a binding act of the Board.

4.7 The minutes of each meeting shall be prepared and distributed to the Board and to the Presiding County Commissioners and others at least five days prior to the next meeting. The minutes of each meeting and any correction thereof, duly adopted, shall be signed by the corporate secretary.

ARTICLE V

Election and Duties of Officers

5.1 The officers of the Board, initially to be chosen by the Chief Local Elected Official, shall be a Chairperson, Vice Chairperson, Secretary, Treasurer and Parliamentarian. The Chairperson and Vice Chairperson must be business sector members of the Board. After

the initial term of office of the officers, the members of the Board may select the officers of the Board. Effective July 1, 2005, the following officers shall be elected bi-annually and may serve two consecutive *two*-year terms: Chairperson/Chief Executive Officer(CEO), Vice-Chairperson, Secretary, Treasurer, and Parliamentarian.

- 5.2 *All officers chosen by election shall be elected after having been placed into nomination by a Nominating Committee appointed by the Chairperson/CEO; however, additional nominations may be made from the floor of the Board at the June meeting. At any election of officers, all officers elected by the Board must receive fifty percent (50%) or more of the votes cast by the members at a meeting in which a quorum is present.*
- 5.3 *Any officer of the Board may be removed from office by the affirmative vote of the quorum present, provided that the notice of the proposed removal is mailed, e-mailed, or sent by facsimile to each member at least 5 days (5) prior to the meeting at which the proposed removal is to be acted upon.*
- 5.4 Any vacancy occurring in any office shall be filled for the unexpired term thereof by the members in the same manner as any election of officers, unless the vacancy is filled by appointment by the Chief Local Elected Official.
- 5.5 The Chairperson/CEO shall preside at all meetings of the Board. The Chairperson/CEO shall have authority, and upon resolution of the Board the President/Chief Operating Officer (COO), formerly known as the Executive Director shall also have authority, to execute instruments for and on behalf of the Board. The Chairperson/CEO shall appoint all committees.
- 5.6 The Vice Chairperson shall, in the absence of the Chairperson/CEO, perform the duties and exercise the powers of the Chairperson/CEO.

- 5.7 The Secretary or a designee shall cause to be recorded all of the proceedings of the meetings of the Board in a book to be kept for that purpose. The Secretary or a designee shall give a five-day notice of all meetings of the Board for which such notice is required. The Secretary or a designee shall have custody of and provide for safekeeping of all documents of the Board. The Secretary or a designee shall also be the registered agent of the Corporation.
- 5.8 The Treasurer or a designee shall have custody of the funds of the Board and shall keep full and accurate accounts of receipts and disbursements in books belonging to the Board and shall cause to be deposited all monies in the name and to the credit of the Board in such depositories as may be designated by the Board. The Treasurer or a designee shall cause to be disbursed the funds of the Board as ordered by the membership, taking proper vouchers for such disbursements, and shall render to the members an account of the transactions and financial condition of the Board as required by the membership.
- 5.9 The Parliamentarian shall serve as the Board's advisor and consultant on procedural issues, provide advice and opinions about parliamentary situations, and as needed, present educational programs and workshops in meeting management.
- 5.10 All officers and employees who handle funds, or who are custodians of property, shall be bonded in an amount to be determined by the Board, or as prescribed by law.
- 5.11 All checks drawn against funds of the Board shall be signed by any two of the following: the Chairperson, the Vice Chairperson, and the Treasurer, or as

delegated by the Board. Additionally, the staff position of President/COO may be designated to sign checks.

- 5.12 All staff personnel shall be subject to such personnel policies as may from time to time be established by the Board, by its Administrative Committee, or by the President/COO. Upon resolution of the Board, the Chairperson and the President/COO shall have the authority to execute all legal documents on behalf of the Board.

ARTICLE VI

Committees

- 6.1 An Executive Committee shall be appointed by the Board, having and possessing such powers, duties and functions as are set out herein or by resolution of the Board.
- 6.2 The following committees are standing committees of the Board: Executive, Administrative, *Project/Outreach*, *Economic Development*, *Evaluation*, and *Youth*. Standing Committees may be added or deleted upon the resolution of the majority of the quorum of the Board present.
- 6.3 Standing committee membership includes Board members appointed by the Board Chairperson/CEO as voting members. One or more county commissioners will be selected by the Chief Local Elected Official and others as appointed by the WIB Chair to serve on each standing committee as non-voting members. The

members of any said committees shall have such authority and perform such

duties as the members shall designate by resolution.

ARTICLE VII Fiscal Year

- 7.1 The fiscal year of the Board shall be from July 1 through June 30 of the following year.

ARTICLE VIII

Audit

- 8.1 The fiscal records of the Board shall be audited annually by a certified public accountant.

ARTICLE IX

General

- 9.1 Indemnification, Insurance and Bonds: All members of the Board, and any person, who at the request of the Board, served as director, officer, employee or agent, may be indemnified by the Board against expenses actually and reasonably incurred by him/her in connection with the defense of any action, suit or proceeding, civil or criminal, in which they are made a part by reason of being or having been such Board member or representative except in relation to matters that they shall be adjudged to be liable for negligence or misconduct in

the performance of duty. Such expenses shall include reasonable settlements, except that no amounts shall be paid hereunder in connection with any such settlement, unless the Board is advised by legal counsel, that such person was not derelict in the performance of his/her duty and that such settlement is in the best interest of the Board. Appropriate insurance coverage to protect the members against liability claims including action in tort is authorized.

- 9.2 Attendance: Any member of the Board who is absent from three consecutive regular meetings of the Board may be removed from the Board by action taken by the organization recommending the member and/or the Chief Local Elected Official.

ARTICLE X

By-Law Amendments

- 10.1 The By-Laws of the Board may be amended by the 2/3 majority vote of the members present at any regular meeting of the Board at which a quorum is present, or at any special meeting thereof at which a quorum is present, provided that the notice of such regular or special meeting shall include a reference to the proposed amendment, and be mailed, e-mailed, or sent by facsimile to each member at least five (5) days prior to the meeting.

ARTICLE XI

Parliamentary Authority

- 11.1 Meetings of the Board shall be conducted according to procedures contained in Robert's Rules of Order, Revised, unless such procedures are in conflict with the Board's By-Laws, in which case the Board's By-Laws shall prevail.

ARTICLE XII

Assurances

- 12.1 The Board shall comply with all applicable federal and state rules, regulations, and laws concerning the receipt of federal and state moneys.

**APPROVED BY THE WORKFORCE INVESTMENT BOARD
of SOUTHEAST MISSOURI**

Originally Adopted June 20, 2000

**REVISIONS APPROVED JUNE 19, 2001
REVISIONS APPROVED NOVEMBER 16, 2004
5.1 AMENDED FEBRUARY 15, 2005**

Attachment 4

Complaint and Grievance Guidelines

MISSOURI WORKFORCE INVESTMENT ACT - Complaint Guide

STEP 2

If the decision fails to satisfactorily resolve the grievance, the complainant has five (5) days from the receipt of the program operator's decision to present a written request for an impartial hearing and review of the decision. The program operator must ensure that a qualified hearing officer conducts an impartial hearing, within thirty (30) days of the original receipt of the written grievance. The complainant and respondent (if not the program operator) will be provided with a written notice of the date, time, and place of the hearing and all parties will have the opportunity to present evidence and to be represented by an attorney.

The hearing officer is to present a written decision to the program operator, which in turn issues its decision to the complainant/respondent. In any case, the program operator must issue a written decision within sixty (60) days of the original receipt of the written grievance. If the decision fails to satisfactorily resolve the grievance, a party to the grievance may request a State review under the procedures outlined in Step 3. If the program operator fails to issue this written decision to the complainant/respondent within sixty (60) days of its original receipt of the written grievance, the complainant has the right to request a State review under the procedures outlined in Step 3.

STEP 3

To request a State review, the disappointed party must submit its request, in writing, to:

Division of Workforce Development
421 E. Dunklin, P.O. Box 1087
Jefferson City, MO 65102

This written request must be received by DWD not more than ten (10) days after the disappointed party received the written decision from the program operator or, if no decision was rendered, within fifteen (15) days of the date on which the decision should have been received (30 days from the date initially filed).

The review process performed by DWD may be conducted by its own staff, a licensed attorney through an impartial hearing or any other means of independent review or investigation. DWD will provide a written final decision to the parties within sixty (60) days of the date that the request for review was received.

APPEALS TO THE SECRETARY OF LABOR

Should DWD fail to issue a written final decision within sixty (60) days of receipt of the request, the disappointed party may request from the Secretary of Labor a determination as to whether reasonable cause exists to believe that the Act or its regulations have been violated.

This request must be filed within sixty (60) days of the date the final decision should have been issued from DWD. The complaint should contain the following:

1. The full name, address and telephone number of the person making the complaint;
2. The full name, address and telephone number of the respondent against whom the complaint is made;
3. A clear and concise statement of the facts, including pertinent dates, constituting the alleged violation;
4. The provision(s) of the Act or regulations believed to have been violated;
5. A statement disclosing whether any other proceedings involving the subject of the request have been commenced or concluded before any Federal, State or local authority and, if so, the date of such commencement or conclusion, the name and address of the authority and style of the case; and
6. A statement of the date the complaint was filed with DWD, the date on which DWD should have issued a final decision, and an attestation that no decision was issued.

A request will be considered to have been filed when the Secretary receives from the disappointed party a written statement sufficiently precise to evaluate the complaint and the grievance procedure utilized by the State and Statewide program operator.

LABOR STANDARD COMPLAINTS

Complaints may:

- a. Exhaust the non-criminal administrative process by submitting the complaint directly to DWD for review and disposition within sixty (60) days; or
- b. Submit the grievance to a binding grievance procedure if a collective bargaining agreement covering the parties so provides. If sixty (60) days expires with no decision or an adverse decision is rendered, the complaint may be submitted to the U.S. Department of Labor that may change, reverse or issue a final decision.

CRIMINAL COMPLAINTS

Complaints alleging fraud, abuse or criminal activity must be immediately reported to the Department of Labor, Office of Inspector General-Investigation, 200 Constitution Avenue NW, Washington, DC 20515-5554. The hotline number is 1-800-347-3756. The required incident report forms are available through the program operator or from DWD. Program operators must simultaneously notify CIOG of the filing of any incident report with the Office of Inspector General.

NON-WIA REMEDIES

In any case where the alleged violation of the Act or regulations is also an alleged violation of another law, nothing in this process shall prohibit an individual or an organization from filing a complaint or grievance with the appropriate authority under that law.

PROHIBITION AGAINST REPRISAL

No person, organization or agency may discharge or in any other manner discriminate or retaliate against any person or deny to any person a benefit to which that person is entitled because such person has filed any complaint, initiated or caused to be instituted any proceedings under or relating to the Act, has testified or is about to testify in any proceedings or investigation or has provided information or assisted in any investigation.

CONFIDENTIALITY OF INFORMATION

The identity of any person who has furnished information relating to or assisting in the investigation of a possible violation of the Act shall be kept confidential to the extent possible consistent with the need to conduct a fair review of the issues. For further information or assistance, please telephone or write to your WIA contact person listed below.

Contact Name

Workforce Investment Board of Southeast Missouri
Program Operator

338 Broadway, Suite 500

Address

Cape Girardeau MO 63701

City State

(573) 334-0950 or 1-800-451-0950

Phone

june@obfyou.org

Email

Auxiliary aids and services are available upon request to individuals with disabilities.

Alternate formats for non-English speaking individuals available upon request.

The Missouri Division of Workforce Development is an Equal Opportunity Program/Agency.

Missouri Division of Workforce Development
421 E. Dunklin, P.O. Box 1087
Jefferson City, MO 65102-1087
(573) 751-4750
TDD 1-800-735-2066
DWD-100 (2-00) AUP

MISSOURI WORKFORCE INVESTMENT ACT

Complaint Guide
Complaint Guide
Complaint Guide
Complaint Guide
Complaint Guide
Complaint Guide
Complaint Guide

MISSOURI DEPARTMENT OF ECONOMIC DEVELOPMENT
Division of Workforce Development

421 E. Dunklin, P.O. Box 1087
Jefferson City, Missouri 65102-1087
(573) 751-4750
TDD 1-800-735-2066

Acknowledgment of Receipt

I have received a copy of the Workforce Investment Act Complaint/Grievance Procedure pamphlet, have been given an opportunity to ask questions and by my signature below, I declare that I fully understand the procedure.

Date

Signature

Signature of WIA Staff/Training Pamphlet

MISSOURI WORKFORCE INVESTMENT ACT - Complaint Guide

INTRODUCTION

This brochure describes the complaint and grievance process for programs and activities conducted by the Division of Workforce Development (DWD) statewide program operation. Four types of complaints are covered by this brochure:

1. Discrimination Complaints;
2. Program Complaints;
3. Labor Standard Complaints; and
4. Criminal Complaints.

Other than the following paragraphs applicable to all complaints, the methods for filing a complaint of each of these types is separately addressed in this brochure.

ALL COMPLAINTS

Any complaint must be submitted in writing and signed by the complainant or complainant's representative. It should include: your name, address and telephone number (or specify another means of contacting you), a detailed description of the complaint incident(s) indicating when, where and what acts comprise the basis of the complaint, individual name(s) or organization(s) responsible, and what relief is sought. Complaints should be filed immediately after the complaint incident so that your rights will not be jeopardized due to untimely filing and so that the complaint may be promptly resolved. All time frames in this brochure refer to calendar days. Assistance and forms for filing such complaints are available through the program operator or the Division of Workforce Development.

DISCRIMINATION COMPLAINTS

Applicants, eligible applicants, participants, applicants for employment, employees and members of the public, including those with disabilities, and unions or professional organizations holding collective bargaining or professional agreements with DWD may file discrimination complaints using the following procedure. Education of the state's administrative remedies is recommended for expediency in complaint resolution.

EQUAL OPPORTUNITY IS THE LAW

It is against the law for this recipient of Federal financial assistance to discriminate on the following basis: Against any individual in the United States, on the basis of race, color, religion, sex, national origin, age, disability, political affiliation or belief; and Against any beneficiary of programs financially assisted under Title of the Workforce Investment Act of 1998 (WIA), on the basis of the beneficiary's citizenship status as a lawfully admitted immigrant authorized to work in the United States, or his or her participation in any WIA Title I financially assisted program or activity.

The recipient must not discriminate in any of the following areas:

- Deciding who will be admitted, or have access, to any WIA Title I financially assisted program or activity;
- Providing opportunities to, or treating any person with regard to, such a program or activity; or
- Making employment decisions in the administration of, or in connection with, such a program or activity.

WHAT TO DO IF YOU BELIEVE YOU HAVE EXPERIENCED DISCRIMINATION

If you think that you have been subjected to discrimination under a WIA Title I financially assisted program or activity, you may file a complaint within 180 days from the date of the alleged violation with either:

Melissa Workkamp, Equal Opportunity Officer
Missouri Department of Economic Development
Division of Workforce Development
421 E. Dunklin, P.O. Box 1087
Jefferson City, Missouri 65102-1087
Phone: (573) 525-6241 Fax: (573) 525-5702

OR
The Director, Civil Rights Center (CRC)
U.S. Department of Labor
200 Constitution Avenue NW, Room N-4123
Washington, DC 20210

If you file your complaint with the recipient (DWD), you must wait either until the recipient issues a written Notice of Final Action, or until 90 days have passed (whichever is sooner), before filing with the Civil Rights Center (see address above).

If the recipient does not give you a written Notice of Final Action within 90 days of the day on which you filed your complaint, you do not have to wait for the recipient to issue that notice before filing a complaint with CRC. However, you must file your CRC complaint within 30 days of the 90-day deadline (in other words, within 120 days after the day on which you filed your complaint with the recipient).

If the recipient does give you a written Notice of Final Action on your complaint, but you are dissatisfied with the decision or resolution, you may file a complaint with CRC. You must file your CRC complaint within 30 days of the date on which you received the Notice of Final Action.

RELIGIOUS ACTIVITIES

Participants may not be employed under WIA to carry out the construction, operation or maintenance of any facility that is used or is to be used for religious instruction or worship. Participants who believe that they are being employed in violation of this provision may file a complaint in the same manner and subject to the same procedures as in the section, "What To Do If You Believe You Have Experienced Discrimination."

PROGRAM COMPLAINTS

If you believe you have been unjustly denied any benefit or service allowed under the Workforce Investment Act (WIA) or have reason to believe any of the following situations has occurred, a violation of the Act, federal regulations, as well as those arising from actions such as state-level audit findings or disallowance, or the imposition of sanctions taken by the Governor with respect to state audit findings, investigations or monitoring reports: The Workforce Development Act requires that statewide program operator procedures (Steps 1 and 2) must first be exhausted before a complaint may be escalated to the State (DWD). Likewise, State level procedures must be exhausted before escalating a complaint to the U.S. Department of Labor except in complaints alleging discrimination.

NON-PARTICIPANT COMPLAINTS

The Workforce Investment Act permits program operators, contractors, grantees, sub-grantees, sub-recipients, subcontractors, and any other interested party to file grievances about programs or activities under the law using this procedure.

PARTICIPANT COMPLAINTS

During operation, participants are informed whether they will file any employment-related complaint through their employer's grievance procedure or the DWD program operator's procedures, as described in Steps 1 and 2. If the employer's procedure is used, the time frames and steps contained therein will be adhered to.

For all non-employment related grievances or if a participant is unable to satisfactorily resolve any employment related grievance with his/her employer, the participant must utilize the procedures contained in this brochure to seek further resolution.

STEP 1

The complainant will file the grievance in writing with the program operator. The program operator has seven (7) days from the date the written grievance is received to investigate and provide a written decision to the complainant and respondent.

DWD-100-2

Attachment 5

Planning Budget Summaries for Program Year 2005 and Fiscal Year 2006

Local Workforce Investment Area (LWIA): Workforce Investment Board of Southeast MissouriProgram Year Source of Funds: PY 05

Transfer From Title I-B Adult to I-B Dislocated Worker (20% max.): \$ _____

Transfer From Title I-B Dislocated Worker to I-B Adult (20% max.): \$ _____

WIA LOCAL ALLOCATIONS:

	<u>AMOUNT</u>
Title I-B Adult (net of above transfers)	\$ 209,248.00
Title I-B Youth	\$ 1,109,130.00
Title I-B Dislocated Worker (net of above transfers)	\$ 224,984.00
GRAND TOTAL LOCAL WIA ALLOCATIONS	<u>\$ 1,543,362.00</u>

GRAND TOTAL LOCAL ADMINISTRATION (Maximum of 10% of Total of Adult, Youth, and Dislocated Worker WIA Allocations)	<u>\$154,336.20</u>
--	----------------------------

TITLE I-B ADULT (NON-ADMINISTRATION):

	<u>AMOUNT</u>
Program Services	\$ 188,323.20
GRAND TOTAL TITLE I-B ADULT (NON-ADMINISTRATION)	<u>\$ 188,323.20</u>
(Minimum of 90% of Allocation)	

TITLE I-B DISLOCATED WORKER (NON-ADMINISTRATION):

	<u>AMOUNT</u>
Program Services	\$ 202,485.60
GRAND TOTAL TITLE I-B DISLOCATED WORKER (NON-ADMINISTRATION)	<u>\$ 202,485.60</u>
(Minimum of 90% of Allocation)	

TITLE I-B YOUTH (NON-ADMINISTRATION):

	<u>AMOUNT</u>	<u>AMOUNT</u>
Program Services In School Youth	\$ 698,751.50	
Summer Employment Opportunities In School Youth	\$	
Program Services Out of School Youth	\$ 299,465.10	
Summer Employment Opportunities Out of School Youth	\$	
Total Program Services		\$ 998,217.00
GRAND TOTAL TITLE I-B YOUTH (NON-ADMINISTRATION)		<u>\$</u>
(Minimum of 90% of Allocation)		

GRAND TOTAL (must equal Grand Total Local WIA Allocations above)	<u>\$ 1,543,362.00</u>
---	-------------------------------

Title I-B Statewide 15% Set-Aside Activities - INCENTIVES	<u>\$</u>
--	------------------

Note: In accordance with 20 Code of Federal Regulations (CFR) Part 664.320 (a), the total of the Title I-B Youth (Non-Administration) line items "Program Services Out of School Youth" and "Summer Employment Opportunities Out of School Youth" MUST be equal to or greater than 30% of the amount shown on the line item "Grand Total Title I-B Youth (Non-Administration)".

Local Workforce Investment Area (LWIA): Workforce Investment Board of Southeast MissouriProgram Year Source of Funds: FY 08

Transfer From Title I-B Adult to I-B Dislocated Worker (20% max.): \$ _____

Transfer From Title I-B Dislocated Worker to I-B Adult (20% max.): \$ _____

WIA LOCAL ALLOCATIONS:

	<u>AMOUNT</u>
Title I-B Adult (net of above transfers)	\$ 806,987.00
Title I-B Youth	\$ _____
Title I-B Dislocated Worker (net of above transfers)	\$ 562,583.00
GRAND TOTAL LOCAL WIA ALLOCATIONS	<u>\$ 1,369,570.00</u>

GRAND TOTAL LOCAL ADMINISTRATION (Maximum of 10% of Total of Adult, Youth, and Dislocated Worker WIA Allocations)	<u>\$136,957.00</u>
--	----------------------------

TITLE I-B ADULT (NON-ADMINISTRATION):

	<u>AMOUNT</u>
Program Services	\$ 726,288.30
GRAND TOTAL TITLE I-B ADULT (NON-ADMINISTRATION) (Minimum of 90% of Allocation)	<u>\$ 726,288.30</u>

TITLE I-B DISLOCATED WORKER (NON-ADMINISTRATION):

	<u>AMOUNT</u>
Program Services	\$ 497,324.70
GRAND TOTAL TITLE I-B DISLOCATED WORKER (NON-ADMINISTRATION) (Minimum of 90% of Allocation)	<u>\$ 497,324.70</u>

TITLE I-B YOUTH (NON-ADMINISTRATION):

	<u>AMOUNT</u>	<u>AMOUNT</u>
Program Services In School Youth	\$ _____	
Summer Employment Opportunities In School Youth	\$ _____	
Program Services Out of School Youth	\$ _____	
Summer Employment Opportunities Out of School Youth	\$ _____	
Total Program Services		\$ _____
GRAND TOTAL TITLE I-B YOUTH (NON-ADMINISTRATION) (Minimum of 90% of Allocation)		<u>\$ _____</u>

GRAND TOTAL (must equal Grand Total Local WIA Allocations above)	<u>\$ 1,369,570.00</u>
---	-------------------------------

Title I-B Statewide 16% Set-Aside Activities - INCENTIVES	<u>\$ _____</u>
--	------------------------

Note: In accordance with 20 Code of Federal Regulations (CFR) Part 664.320 (a), the total of the Title I-B Youth (Non-Administration) line items "Program Services Out of School Youth" and "Summer Employment Opportunities Out of School Youth" MUST be equal to or greater than 30% of the amount shown on the line item "Grand Total Title I-B Youth (Non-Administration)".

PLANNING BUDGET SUMMARY

FUNDING: PY05-FY06 Career Assistance Program (CAP)

Catalog of Federal Domestic Assistance (CFDA) No. 93.558Region: SOUTHEAST

COST CATEGORIES:

<u>Account Name</u>	<u>Amount</u>	<u>Total Amount</u>
ADMINISTRATION (Note 1)		\$ 211,932.80
Training Work Activities (Note 1):		
Education (Note 2)	\$ 419,626.94	
Other Training Work Activities	\$ 858,327.54	
Total Training Work Activities		\$ 1,277,954.78
Non-Training Work Activities (Note 1)		\$
Total Region Budget (Local Region Cash Availability)		\$ 1,489,887.58
Transportation Related Expenditures - TRE (Note 3)		\$ 476,848.80
Work Related Expenditures - WRE (Note 3)		\$ 152,591.62
Total Region Allocation		\$ 2,119,328.00

Supplemental Budget Note:

Staff Costs \$

Note 1: Administration and Training Work Activities are defined in Scope of Work. Non - Training Work Activities are those activities not defined as Training Work Activities.

Note 2: Education is defined as those expenditures on educational activities that are consistent with the recognized work activities or as a supplement to those activities. Thus include secondary education (including alternative programs); adult education, GED, ESL classes; education directly related to employment; education provided as vocational educational training; and post - secondary education.

Note 3: Payment to be made by the Division of Workforce Development upon approval by local region authorized staff. Funds identified above for TRE and WRE will not be available for cash drawdown by the local region and may not be budgeted from funds identified as State of Missouri General Revenue.

Attachment 6

Memorandum of Understanding (MOU)

The following Memorandum of Understanding (MOU) is the standard used by the Workforce Investment Board of Southeast Missouri. Each of the partner agencies listed below has read and signed a copy of the MOU.

- A.O. Lakes Country
- East Missouri Action Agency
- MERS/ Goodwill Industries
- New Madrid County Human Resources Council
- Division of Workforce Development
- Department of Labor and Industrial Relations
- Division of Vocational Rehabilitation
- Cape Girardeau Career and Technology Center
- Experience Works
- Mingo Job Corps

These MOU's are available to the public and can be viewed upon request.

**MEMORANDUM OF UNDERSTANDING
BETWEEN THE WORKFORCE INVESTMENT BOARD
OF SOUTHEAST MISSOURI**

And

PARTNERING AGENCY

I. Purpose

The purpose of the Memorandum of Understanding (MOU) is to define the manner in which the Partnering agency will participate in the one-stop delivery system overseen by the Workforce Investment Board (WIB) of Southeast Missouri in the workforce area known as the Southeast Region. Also to define the manner in which the Partnering agency will assist the WIB in its mission “to promote a state of economic well-being by helping to create a skilled diverse, motivated and adaptable work force”.

II. Period

- A. The MOU covers the period from July 1, 2005 through June 30, 2006.
- B. The MOU will be reviewed annually by both parties between the dates of August 1 and November 30. The MOU may be amended and/or extended by written agreement signed by both parties.
- C. Termination of the MOU may accrue by either party with no less than thirty (30) days notice in writing signed by the authorized signer of the MOU.
- D. Differences of opinion, if any, that may exist between the parties concerning the MOU will be resolved by good faith negotiations by both parties until the differences, if any, are either resolved to the satisfaction of both parties or until it becomes apparent that the differences, if any, cannot be resolved. Should the situation reach an impasse, the two parties shall seek the assistance of the State One-Stop Executive Team and/or other appropriate parties to reach an agreement so that an MOU may be executed.

III. Provision of Services

A. Types of Services

Core (WIA Section 134[d][2]), intensive (WIA Section 134 [d][3][C] and training) WIA Section 134 [d] [4][D] services as defined by the Workforce Investment Act of 1998 (WIA) are available and provided through the one-stop delivery system. These services are available to eligible participants of Partnering agency in the manner described by the WIA. Core services available in the one-stop delivery system must be accessed by participants prior to being considered for intensive services. Participants using at least one core service who may be determined in need of and eligible for more intensive services to obtain employment may receive intensive services. Training services may be made available to participants who are eligible for and have received at least one intensive service and have been unable to obtain or retain employment through such service.

B. Eligibility Criteria

Adults (20 CFR 663.110), dislocated workers (20 CFR 663.115), and youth (20 CFR 664.200) participants eligibility criteria is defined by the WIA for the purposes of receiving services funded under WIA.

Participant eligibility criteria for Adult, Youth and Dislocated workers are defined in the Workforce Investment Act of 1998.

C. Program Decisions

Program decisions for participants eligible for services provided by Partnering agency will be primary responsibility of the Partnering agency.

D. Complaint Procedures for Participants

Complaint procedures for participants receiving WIA funded services are generally defined at 20 CFR 667.600 and will be specifically defined by the WIB. Complaint procedures for participants served by Partnering agency are available under the law specifically authorizing that program and can be found at Partnering agency Career Center.

Any person who believes that the Partnering agency may have violated WIA may use the complaint procedure available under WIA in the manner defined by the WIB.

IV. Cross-Informational Training

The Partnering agency and the WIB agree to engage in periodic interagency cross training to promote the concepts of seamless service delivery systems in the one-stop delivery system. Each party shall be bound by the other party's confidentially requirements as it relates to information obtained as a result of the cross-training.

V. Referral Methods

The Partnering agency and the WIB to promote the efficient and effective referral of participants within the one-stop delivery system will agree upon methods, including the interagency sharing of information.

- Based upon intake form, Greeter can refer the participant to other agencies.
- Partnering agency staff can refer to other participating agencies based upon customer needs.
- Other agencies can refer to the one-stop system through Greeter or Partnering agency staff.
- Other one-stop partners are encouraged to refer customers internally and externally.
- Referral follow-up is conducted.

VI. Universal Access/Accessibility

The one-stop delivery system's goal is to promote equal, effective and meaningful participation by individuals with disabilities in the workforce investment activities available in the one-stop system. Program accessibility, nondiscriminatory policies and procedures, and reasonable accommodations, auxiliary aids and services, and rehabilitation technology will be routinely provided in the one-stop delivery system.

VII. Organizational Requirements

- A. Chief Elected Officials, Workforce Investment Board, and Partner Relationships and Responsibilities.

Duties that the Chief Elected Officials and Local Workforce Investment Board (WIB) must do together include:

- Appoint a youth council as a subgroup of the WIB;
- Develop a two year plan for the Local Workforce Investment Area;
- Conduct oversight of the one-stop center system, youth activities and employment and training activities;
- Select one-stop career center operators and providers, and terminate for cause;
- Agree on a Memorandum of Understanding between the WIB and the One-Stop Career Center partners;
- Along with the Governor, negotiate and reach agreement on performance measurement levels and any additional local measures; and
- Determine whether to seek waivers from the Governor.

Duties that the Chief Local Elected Officials and the Governor must do together include:

- Negotiate on waiver request as needed;
- With the Local Workforce Investment Board, negotiate and reach agreement on state and local performance measures;
- Agree on accepting regional planning activities in addition to local planning requirements; and
- Coordinate state rapid response activities and disasters, plant closings and mass layoffs.
- With the Missouri Training and Employment Council, work on methods and factors used to distribute youth and employment and training funds.

One-stop Career Center Operators, selected by the Chief Local Elected Officials and the WIB, duties include:

- ❑ As agreed to by the WIB, coordinate service providers within the designated one-stop career center(s) and/or provide primary services within the one-stop career center(s);
- ❑ Work directly with the Local Workforce Investment Area partners, training providers, and contractual entities for training; and
- ❑ Be the direct link to job seeker and employer customers.

Local Workforce Investment Area Partners' duties include:

- Representation on the WIB;
- Participate in solidifying the memorandum of understanding on operational responsibilities to maintain the one-stop career center

delivery system and the delivery of core services applicable to the partners' programs in the one-stop delivery system.

B. Partner Supervisory Requirements

It is clearly understood that the following activities are the responsibility of Partnering agency and may not be delegated to any other agency or individual:

- ❖ All decisions affecting eligibility for Workforce Investment Act services, the nature and scope of available services, and the provision of these services;
- ❖ The determination that a participant has achieved an employment outcome specified in the appropriate regulations as stated in the performance measures;
- ❖ Formulation and implementation of policies governing Partnering agency as it pertains to operation of WIA programs in contracted areas;
- ❖ The allocation and expenditure of Workforce Investment Act funds as awarded to the contractor.

VIII. Confidentiality

A. Personal Information, Privacy and Aggregation of Data

General Provision:

The one-stop delivery system and its partner agencies agree to abide by and respect the policies and procedures designed to safeguard and protect the confidentiality of all personal information, including photographs and lists of names, assuring that:

- 1) Specific safeguards protecting current and stored personal information are implemented;
- 2) All applicants and eligible individuals, and as appropriate, those individuals' representatives, service providers, cooperating agencies, and interested persons are informed through appropriate modes of communication of the confidentiality of personal information and the conditions for accessing and releasing this information;
- 3) All applicants or their representatives are informed about the need to collect personal information and the policies governing its use;
- 4) An explanation of policies and procedures affecting personal information will be provided to each individual in that individual's

- native language or through the appropriate mode of communication; and,
- 5) The policies and procedures provide no fewer protections for individuals than State laws and regulations.

Reasonable fees to cover extraordinary costs of duplicating records or making extensive searches may be established. Policies and procedures governing access to records shall be established.

Specific Provisions:

All personal information must be used only for the purposes directly connected with the administration of the Workforce Investment Act program. Information containing identifiable personal information may not be shared with advisory or other bodies that do not have official responsibility for the administration of the program. In the administration of the program information may be obtained from service providers and cooperating agencies under assurances that the information may not be further divulged, except as follows:

(a) Release to applicants and eligible individuals

If requested in writing by an applicant or eligible individual, all requested information in that individual's record of services may be made accessible to and shall be released to the individual or the individual's representative in a timely manner, except that:

- (i) medical, psychological, or other information that may be determined harmful to the individual may not be released directly to the individual, but must be provided to the individual through a third party chosen by the individual, unless a representative has been appointed by a court to represent the individual, in which case the information must be released to the court-appointed representative.
- (ii) if personal information has been obtained from another agency or organization, it may be released only by or under the conditions established by the other agency or organization.

(b) Release for Audit, Evaluation, and Research

Personal information may be released to an organization, agency, or individual engaged in audit, evaluation, or research only for purposes directly connected with the administration of the program, or for purposes that would significantly improve the quality of life for applicants and eligible individuals and only if the organization, agency or individual assures that the information will be used for the purposes for which it is being provided, the information will be released only to persons officially connected with the audit, evaluation or research, the information will not be released to the involved individual, the information will be managed in a manner to safeguard confidentiality, and the final product will not reveal any personal identifying information without the informed written consent of the involved individual or the individual's representative.

(c) Release to Other Programs or Authorities

- (i) Upon receiving the informed written consent of the individual or, if appropriate, the individual's representative, personal information may be released to another agency or organization for its program purposes only to the extent that the information may be released to the involved individual or the individual's representative and only to the extent that the other agency or organization demonstrates that the information requested is necessary for its program.
- (ii) Medical or psychological information that may be determined harmful to the individual may be released if the other agency or organization assures that the information will be used only for the purpose for which it is being provided and will not further be released to the individual.
- (iii) Personal information shall be released if required by Federal law or regulations.
- (iv) Personal information shall be released in response to investigations in connection with law enforcement, fraud, or abuse, unless expressly prohibited by Federal or State laws or regulations, and in response to an order issued by a judge, magistrate, or other authorized judicial officer.
- (v) Personal information may be released in order to protect the individual or others if the individual poses a threat to his or her safety or to the safety of others.

Reasonable fees to cover extraordinary costs of duplicating records or making extensive searches may be established.

IX. Accountability**A. Workforce Investment Act (WIA) Performance Indicators**

The core indicators of performance for employment and training activities for job seekers who are either adult or youth age 19 through 21 who are also registered into WIA activities shall consist of:

- (i) entry into unsubsidized employment;
- (ii) retention in unsubsidized employment six months after entry into the employment;
- (iii) earnings received in unsubsidized employment six months after entry into the employment; and
- (iv) attainment of a recognized credential relating to achievement of educational skills, which may include attainment of a secondary school diploma or its recognized equivalent, or occupational skills, by participants who enter unsubsidized employment, or by participants who are eligible youth age 19 through 21 who enter postsecondary education, advanced training, or unsubsidized employment.

The customer satisfaction indicator of performance shall consist of customer satisfaction of employers and participants with services received from the workforce investment activities. Customer satisfaction may be measured through surveys conducted after the conclusion of participation in the workforce investment activities. Customer satisfaction surveys will be the responsibility of the WIB and DWD staff.

The State may prescribe additional indicators for workforce investment activities.

X. Funding**A. Funds Restrictions and Exclusion from Participation**

No known restrictions or participation exclusions.

B. Operating Costs

WIA regulations require each partner to contribute a fair share of the opening costs of the one-stop delivery system proportionate the use of the system by individuals attributable to the partner's program.

C. State Conditions for Financing Core Services

No known restrictions or limitations.

D. Purchase of Services from One-Stop Delivery System Partners

No known restrictions or limitations.

E. Cost Allocation

1. Methodology

- The WIB and Partnering agency agree to develop cost allocation methodology in support of one-stop service delivery system as appropriate and permissible under WIA and other one-stop partner authorizing legislation documents. Specific site cost allocations are as follows:

List the physical address of each location of this partnering agency

- Building ownership
- Personnel salaries will be paid through hiring agency.
- Supplies will be provided through hiring agency.

2. Approval and Modification Process

The WIB and Partnering agency agree to annually review and modify, if necessary, the cost allocation methodology specified in 1. above.

3. Accounting and Reporting

The WIB and Partnering agency agree to develop mutually agreeable accounting and reporting systems for the costs allocated as specified in 1. above.

XI. Signatures

The above document meets with our approval.

For the WIB:

Name, Title	Date
-------------	------

For Partnering agency:

Name, Title	Date
-------------	------


MOU Signature Pages

The WIB and AO Lakes Country Resource Center agree to develop mutually agreeable accounting and reporting systems for the costs allocated as specified in 1. above.

Signatures

The above document meets with our approval.

For the WIB

 *Interim President / COO* 9/21/05
Name, Title Date

For AO/Lakes Country Resource Center:

 9/21/05
Name, Title Date

Signatures

The above document meets with our approval.

For the WIB:

Mr. Bill Interim Pres/COO 8/19/05
Name, Title Date

For Department of Labor and Industrial Relations:

Rick M. Luce, Business Manager 8-5-05
Name, Title Date

Signatures

The above document meets with our approval.

For the WIB:

Jim C. DeLoe Interim Pres/CEO 8/19/05
Name, Title Date

For Mingo Job Corp:

William D. Rye 8/01/05
Name, Title Date

The WIB and New Madrid County Human Resource Council agree to develop mutually agreeable accounting and reporting systems for the costs allocated as specified in 1. above.

Signatures

The above document meets with our approval.

For the WIB:

John C. DeWitt, Interim Pres/CEO 8/19/05
Name, Title Date

For New Madrid County Human Resource Council:

Jonny Carruth, Executive Director 8-3-05
Name, Title Date

The above document meets with our approval.

James D. DeLoe Interview Pres/CEO 8/2/05
Name, Title Date

Name, Title	Date
-------------	------

Signatures

The above discussion meets with our approval.

For the WIB:

John O'Dell, Interim Pres/CEO 8/19/05
Name, Title Date

For Host Missouri Agency:

William H. Buck 8/19/05
Name, Title Date

1. Methodology

The WIB and Experience Works agree to develop cost allocation methodology in support of one-stop service delivery system as appropriate and permissible under WIA and other one-stop partner authorizing legislation documents. Specific site cost allocations are as follows:

- No rent or utilities are paid by Experience Works at the one-stop center.
- Personnel salaries will be paid through hiring agency.
- Supplies will be provided through hiring agency.

2. Approval and Modification Process

The WIB and Experience Works agree to annually review and modify, if necessary, the cost allocation methodology specified in 1. above.

3. Accounting and Reporting

The WIB and Experience Works agree to develop mutually agreeable accounting and reporting systems for the costs allocated as specified in 1. above.

Signatures

The above document meets with our approval.

For the WIB:

Jim C. DeWitt, Interim Pres/CEO 8/24/05
Name, Title Date

For Experience Works:

James S. Samuel, Regional Director 8/21/05
Name, Title Date

AUG 2 2005

Signatures

The above document meets with our approval.

For the WIB:

Joe C. Dele, Interim President 8/11/05
Name, Title Date

For Vocational Rehabilitation:

Ron Parker, District Supervisor 8-1-05
Name, Title Date

- 10 -

RECEIVED

AUG - 1 2005

CAPE GIRARD

- Rent and utilities are based upon per square footage occupied and paid to Probst Builders, Inc.
- Personnel salaries will be paid through hiring agency.
- Supplies will be provided through hiring agency.

MERS/Goodwill Industries, 202 S Kingshighway, Sikeston, MO.

- Rent and utilities are based upon per square footage occupied and paid to Division of Workforce Development.
- Personnel salaries will be paid through hiring agency.
- Supplies will be provided through hiring agency.

MERS/Goodwill Industries, 7 North Catalpa, Dexter, MO.

- No rent or utilities are paid.
- Phones are paid direct to phone company.
- Personnel salaries will be paid through hiring agency.
- Supplies will be provided through hiring agency.

2. Approval and Modification Process

The WIB and MERS/Goodwill Industries agree to annually review and modify, if necessary, the cost allocation methodology specified in 1. above.

3. Accounting and Reporting

The WIB and MERS/Goodwill Industries agree to develop mutually agreeable accounting and reporting systems for the costs allocated as specified in 1. above.

Signatures

The above document meets with our approval.

For the WIB:

James O'Dell Interim Pres/COO 8/19/05
Name, Title Date

For MERS/Goodwill Industries:

[Signature] Chief of Staff 8/1/05
Name, Title Date

- 10 -

Aug. 1, 2005 2:00PM MERS-GOODWILL ACCOUNTING NO. 6:57 P. 11